

## VITAL LINK™



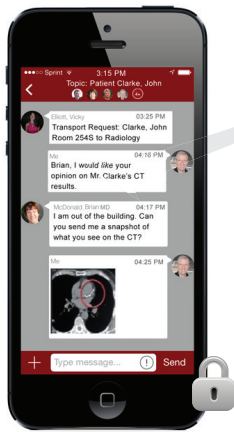
# Get the Right Message to the Right People at the Right Time

With Mutare's Vital Link Smart Collaboration solution, your enterprise will always be able to get the right message to the right people at the right time. That's because Vital link is an integrated system of three applications in one, providing secure two-way messaging, mass notification, and customer engagement tools in a single, cost-effective platform – and all for less than you would pay for one of those systems alone.



“ This storm hit us at the worst possible time being one week before the election, and election advertising being more than 30% of our business this year. Your tool allowed NCC Media to continue operating, reallocate resources from non-affected regions to supplement the personnel losses in the affected regions. Your support is great, product is great, thank you!!”

— Seth Weingarten, VP of Network Technologies, NCC Media



## Secure Mobile Collaboration

[Closed Loop, Encrypted]

- Closed-loop encrypted communication between team members
- Faster than text messaging with guaranteed delivery
- Securely share photos and file attachments within a conversation
- Track a conversation's history and the status of individual participation

## DEPLOYMENT OPTIONS

Vital Link can be hosted in the Mutare cloud, deployed on premise or in a hybrid manner to meet functional requirements.

## MULTI-CHANNEL SUPPORT

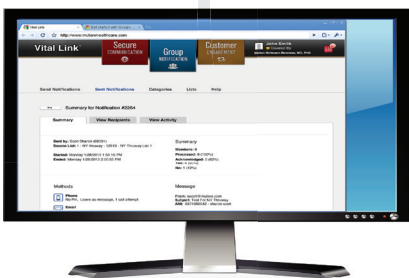
Send messages by phone, email, text, SMS, IM, secure client, RSS, Twitter and other methods, ensuring delivery even under the most challenging situations.

## BENEFITS

- Increase revenues and customer loyalty with engagement
- Decrease costs with multi-functionality
- Document regulatory compliance with full reporting and analytics

# Vital Link™

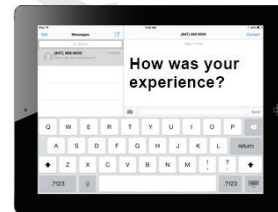
## Smart Collaboration



## Mass/Group Notification

[Multi-Channel]

- Rapid mass notification for groups large and small
- Issue evacuation, shelter in place, personnel recall and closing notices in minutes
- Full reporting, real-time dashboards and message acknowledgment status



## Customer Engagement

[Remind, Confirm, Survey]

- Supports appointment reminders, delivery alerts and push notifications
- Engages customers with surveys
- Customizable mobile apps to securely access contact center and customer support
- Integrates with existing systems

Vital Link

Secure MESSAGING

Group NOTIFICATION

CUSTOMER ENGAGEMENT

Inbox

Send Message

Send Messages

Accounts

Devices

Code Blue Response Times

| Device Name                | Sent                | Routed To Carrier   | Received By         | Device Name             | Sent                | Routed To Carrier   | Received By         | Device Name          | Sent                | Routed To Carrier   | Received By         |
|----------------------------|---------------------|---------------------|---------------------|-------------------------|---------------------|---------------------|---------------------|----------------------|---------------------|---------------------|---------------------|
| Richard Quattrocchi (9003) | 01/21/2013 15:02:10 | 01/21/2013 15:02:12 | 01/21/2013 15:02:12 | Ben Crown (9001)        | 01/21/2013 15:00:26 | 01/21/2013 15:00:28 | 01/21/2013 15:01:01 | Mike Sorensen (5046) | 01/21/2013 14:42:27 | 01/21/2013 14:42:27 | 01/21/2013 14:42:27 |
| Mike Sorensen (5046)       | 01/21/2013 14:42:02 | 01/21/2013 14:42:03 | 01/21/2013 14:42:03 | David Porwancher (9005) | 01/21/2013 14:42:02 | 01/21/2013 14:42:03 | 01/21/2013 14:45:25 | 01/21/2013 14:45:32  | 01/21/2013 14:45:45 | 01/21/2013 14:45:45 |                     |
| Jason Decker (2388)        | 01/21/2013 11:32:01 | 01/21/2013 11:32:04 | 01/21/2013 11:32:04 | Patti Do (9016)         | 01/21/2013 11:32:01 | 01/21/2013 11:32:04 | 01/21/2013 11:32:34 | 01/21/2013 11:32:51  | 01/21/2013 11:32:51 | 01/21/2013 11:32:51 |                     |
| Brian McDonald (9631)      | 01/21/2013 11:32:01 | 01/21/2013 11:32:04 | 01/21/2013 11:32:04 | Jeremy Parker (7416)    | 01/21/2013 11:32:01 | 01/21/2013 11:32:04 | 01/21/2013 11:32:04 | 01/21/2013 11:32:04  | 01/21/2013 11:32:04 | 01/21/2013 11:32:04 |                     |
| Roy Rich (8774)            | 01/17/2013 11:02:31 | 01/17/2013 11:02:31 | 01/17/2013 11:02:31 | Tom Tibury (3595)       | 01/14/2013 13:19:04 | 01/14/2013 13:19:04 | 01/14/2013 13:19:04 | 01/14/2013 13:19:04  | 01/14/2013 13:19:04 | 01/14/2013 13:19:04 |                     |
| Scott Porwancher (7412)    | 01/14/2013 13:19:04 | 01/14/2013 13:19:04 | 01/14/2013 13:19:04 | Roy Rich (8774)         | 01/07/2013 15:44:48 | 01/07/2013 15:44:48 | 01/07/2013 15:44:48 | 01/07/2013 15:44:48  | 01/07/2013 15:44:48 | 01/07/2013 15:44:48 |                     |
| Roy Rich (8774)            | 01/03/2013 15:04:40 | 01/03/2013 15:04:43 | 01/03/2013 15:04:43 |                         |                     |                     |                     |                      |                     |                     |                     |

Device Name

Richard Quattrocchi (9003)

Ben Crown (9001)

Mike Sorensen (5046)

User Responded

Duration

01/21/2013 15:02:34

00:00:24

01/21/2013 15:01:10

00:00:44

01/21/2013 14:43:11

00:01:09

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## ABOUT MUTARE



Through unified communication technology Mutare creates customized software that makes communication easy, secure and efficient, with solutions for speech to text transcription, smart notification, secure mass notification, contact centers and more.