



**uniti**  
unified communications

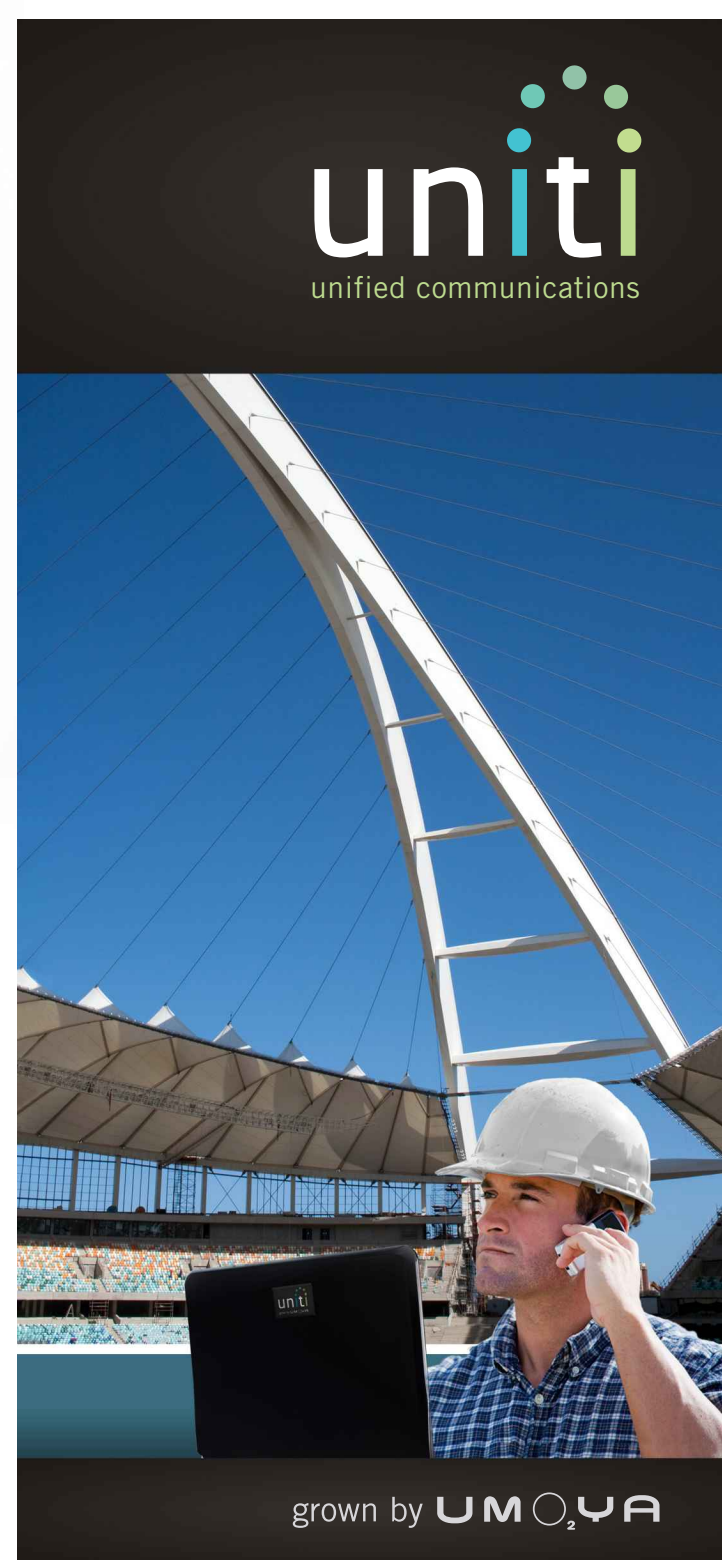
brought to you by:

**UM<sub>2</sub>YA**  
quietly making IT work

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“Efficiency is doing better  
what is already being done.”

Peter F. Drucker



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grown by **UM<sub>2</sub>YA**

## The challenge.

With mere months to go until the 2010 Soccer World Cup, those responsible for ensuring South Africa is ready to deal with any eventuality during the event are hard pressed to create tight collaboration and communication between the role-players. The eyes of the world will be on us here in Africa; we have to be well prepared. Currently, there are diverse and distinctly separate organisations that need to be able to share information reliably, clearly, and in real time. There is a need for a system that makes it possible to have up to date contact information for all role-players, that allows you to communicate from desktop or handset (whatever the technology) and contact the right person or participate in a conversation at the push of a button.

## The need.

In a disaster situation, you need communications systems that are easy to use, robust, mobile and rapidly deployable anywhere. They must cater for voice and data, with multi-media applications such as Radio over IP (RoIP), real-time video streaming, Instant Messaging and Global Positioning Systems playing a more pervasive role. The ideal communications system needs to leverage the pervasive reach and unifying power of the Internet Protocol (IP) to integrate a range of handsets and terminals and allow a diverse range of stakeholders to share information. Umoya has years of experience in working with local Disaster Management authorities and stakeholders, having developed a suite of communications products to support them.

## Enter uniti.

**uniti** is a web based communications platform that makes it easy for staff from different organisations to share



information about events as they unfold. uniti provides for voice communications through click-to-call directories and video enabled devices, as well as data communications using online forums for text and images. **uniti** thus works across a variety of devices such as PC's, netbooks, mobile phones and two-way radios. **uniti** allows for co-ordinated, clear, real-time communications and information sharing between Command and Control Centres and emergency worker in the field. From any Operations or Command Centre, a mouse-click on an **uniti** interface can allow a user to listen in, join or combine two-way radio talk groups anywhere in the country. Click-to-call directory listings are enhanced by online forums integrated with Netbooks and mobile phones in the field. Secure access is possible from any device running an internet browser and connected to the internet.

## Features.

- Cross-functional real-time information sharing for emergency situations;
- Provides for a centralised address book of all relevant DM, SAPS, EMS, SANDF, Fire department personnel;
- Click-to-call to any radio handset, phone or softphone;
- Ability to listen in on or join two-way radio talk groups from VoIP phone, landline or mobile phone, with push-to-talk functionality;
- Ability for NOC, JOC or VOC personnel to monitor and merge disparate radio talk groups,
- Voice recording;
- Situation report logs;
- Knowledge management system for process and procedures;
- SMS broadcast facility;
- Email broadcast facility;
- IP Video feed facility;



- Web intranet facility for posting alerts, updates, images;
- Forum for text conversations;
- Web extranet stakeholder briefing zone;
- Simple admin interface for managing contact information and access privileges.

## Service.

At Umoya, we listen to your needs and try to probe for needs as yet unseen; we assess your situation and the options open to us and balance quality with budget; we design and create the software with care, taking pride in our work; we only hand the software over to you when we're sure it is working as intended; we support you as promised.

## Why Umoya.

The Umoya team believe that success is a journey not just a destination. We are a group of competent professionals; passionate people, people of integrity whose word is their bond and who are always up for new challenges in finding appropriate technological solutions to their customers needs.

## About Umoya.

Umoya is a licensed ECNS (Electronic Communications Network Service), a member of ISPA (the Internet Service Providers Association) and Unashamedly Ethical. Umoya is proud to list the likes of Cape Town Metro Police, PCT (Process Control Technology), Emergency Services, Department of Agriculture, Cape Argus Cycle Tour, Cape EPIC Mountain Bike Race, Department of Health, Disaster Management, Weigh-bridges and the City of Johannesburg as customers.

