



Critical Communications Solutions:

- / EkoTek Duress
- / i-Message integration
- / Messenger App



Integrate



Automate



Communicate



Protect



BroadtechHealth
CRITICAL CARE TECHNOLOGY

Welcome to Broadtech Health

In partnership with Multitone Electronics, Broadtech Health specializes in the delivery of reliable integrated messaging and critical communications solutions. We have extensive experience in communication infrastructure deployment across New Zealand and Australia, with experience in the UK.

With our suite of hardware, software and apps, we can deliver customised integration, automation and communications systems that make workplaces safer, more efficient and more resilient – better for the people who work in them and those that rely on them.

Solutions we offer:

EkoTek Duress Alarm System allows on-site staff to discreetly summon immediate assistance to their location at the touch of a button should they ever feel unsafe.

i-Message integration serves as the foundation for many Multitone's solutions. It acts as a messaging and integration platform, and is available as a cloud service, on-premises, or as a hybrid of the two ensuring maximum utility and resilience.

Messenger App provides dynamic, reliable and secure internal communication for teams and individuals across healthcare as well as public and private organizations.

Broadtech Health – your critical communications partner



Introducing the EkoTek Duress Alarm System

Personal safety alarms that alert responders with the user's location for rapid emergency response



Ekotek from Multitone has been designed to offer peace of mind as a discreet staff communication and monitoring system. Members of your staff who work either by themselves or in challenging environments, for example an acute mental health in-patient units, can summon immediate assistance from a dedicated support team should they feel at risk.

EkoTek benefits

EkoTek safeguards workers by instantly delivering critical alarm and location information at the press of a button in order to initiate a response for assistance. The system operates on a reliable, radiobased mesh network that transmits both the location and alert level of raised alarms. Whether triggered at fixed alarm points or through a discreet, portable personal safety alarm, alerts are sent directly to designated responders. If an alert is not acknowledged, it will automatically escalate.

The system includes a variety of alarm units such as wearables, including fobs and pagers for staff, and ceiling-mounted fixed repeater units with alarm buttons. Both the alarm fobs and pagers are waterproof with an IP67 rating. Portable alarm units feature separate buttons for assistance and emergency calls and can be configured with automatic fall detection and dead-man alarms that require user acknowledgment. The system also sends low battery alerts to ensure uninterrupted operation.

Intuitive

When a worker uses EkoTek to call for help, they can receive an acknowledgment assuring them that help is on the way. If there is not an immediate response to an alarm, the system will automatically Repeat/Escalate until assistance arrives.

Resilient

The mesh network is self-healing. This means that if a repeater fails, the network reforms itself to continue operation as normal. It also reports the failure for a swifter repair. When a worker calls for help, EkoTek will report both the alarm, and its location.

Convenient

Ease of use and installation ensures that EkoTek provides customers with an uncomplicated solution to coordinating staff security. The EkoTek network can be retrofitted within a building without the need for any wiring.

Accurate

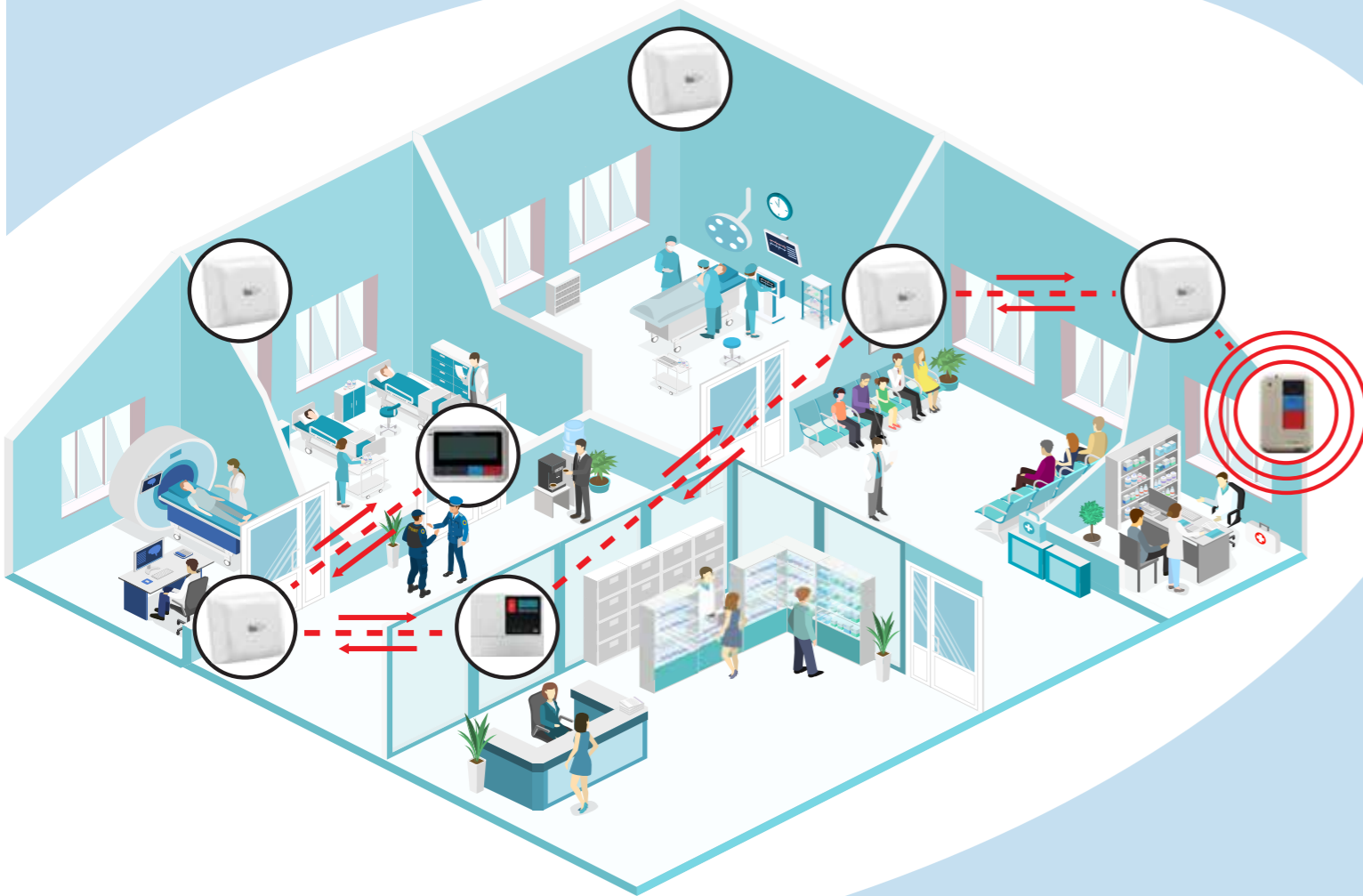
When an alarm is raised, it is imperative that assistance is sent within good time, to the right place. EkoTek surpasses many location systems due to its accurate location identification. EkoTek also allows data to be collected on alarms, user activity and locations, aiding the management of staff and hazardous environments. This will ensure that when an alarm is raised, a support team will be available in the right place, at the right time.



EkoTek alarm process

EkoTek is an onsite two-way wireless system that triggers alarms through a button press, fall detection, or lack of user response. When an alarm is activated, the nearest repeater picks it up and sends the location and alarm details via a mesh network to the EkoTek hub.

The alarm, along with the type, location, and device ID, is then forwarded to a preconfigured group of responders, such as security or first aiders, who can acknowledge or escalate the alarm. These responders can also send their own alerts and receive updates from the system administrator.



EkoTek features



Mesh Network

The system notifies you automatically if there's a fault: however, broken or disrupted repeaters won't prevent the transmission of an alarm.



Emergency Alarms

The red button triggers a critical alert to summon help, including location and user information. An escalation process ensures all alarms need to be accepted with a response.



Call for Assistance

The blue button offers a second non-critical alert to that of the emergency alert.



Snatch Cord

During an incident, pulling the snatch cord provides an instant alarm should the device be removed from the wearer.



Dead Man

Portable units can be configured to raise an alarm if no response is received to a scheduled request, with escalation.



Man down

Portable units can be set up with man-down functionality, so that on suffering a fall, an alarm is raised with escalation.

EkoTek devices and infrastructure



Rechargeable Portable Alarm Fob

The rechargeable portable alarm fob allows an assistance request or emergency alarm to be raised either through the user pressing a blue button assistance and red for emergency, or automatically through the dead-man grey button or man-down features.



Rechargeable Pager Device

The rechargeable Pager is a multi-functional device, capable of both displaying messages and generating an assistance or emergency alarm, with its multi-colour display showing alarms from other Pagers and call fobs.



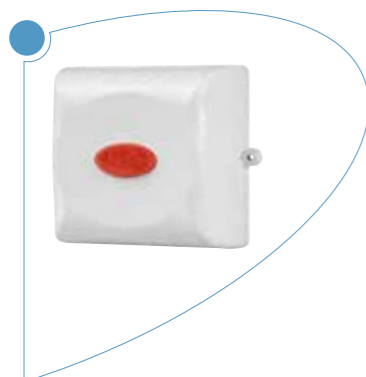
System Hub

The hub is the system's central control unit, displaying alarm messages, identifying users, their location and if needed sending messages to devices. A variety of hub versions are available.



Maxi Hub

The MaxiHub provides connectivity for up to 750 devices. Group calling features allow alert types to be assigned to pre-configured user groups.



Call Point Repeater

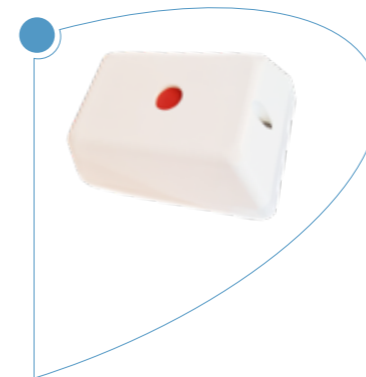
The Call Point Repeater can be wall or desk mounted and allows staff to raise an alarm with the press of a button. It provides network coverage and enables alarm location to be reported.



Network Repeater

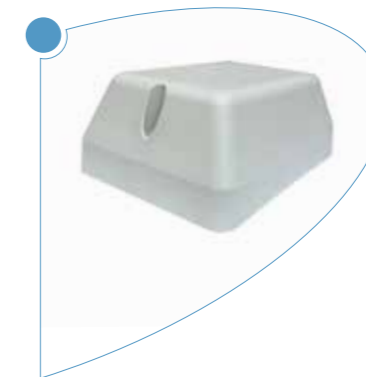
The Network Repeater provides the overall network coverage and accurate location reporting of an individual in need of help. Battery powered to provide up to 2 years operation.

EkoTek accessories



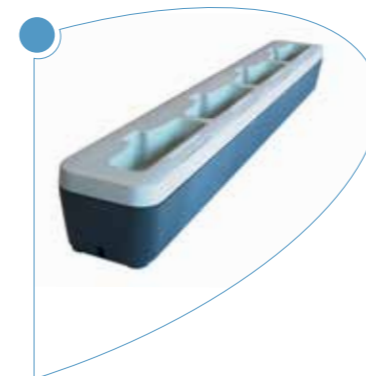
Vandal Resistant Enclosure for Call Point Repeaters

The Vandal Resistant Enclosure for EkoTek Call Point Repeaters. Protects unit from deliberate and accidental damage whilst allowing operation of the alarm button.



Vandal Resistant Enclosure for Repeaters

The Vandal Resistant Enclosure for EkoTek Repeaters which protect the unit from deliberate and accidental damage.



Charging Units

We offer both individual and bulk-charging units for our alarm fobs and pagers, with individual desk chargers allowing users to charge their device at their desk while still viewing messages and receiving alarms.



Ingress Protected Repeater

The EkoTek Ingress Protected Repeater is designed to operate in humid indoor environments, such as spas, greenhouses, labs, breweries, abattoirs or industrial sites.



Enhancing EkoTek with EkoMS

EkoMS is a management software tool that enhances your EkoTek system by providing visual aids to improve staff response time to alarms

EkoMS integrates smoothly into existing networks. With customizable logs, EkoMS offers detailed reporting that helps management optimize operations, support health and safety efforts and track compliance.

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With customizable logs, EkoMS offers detailed reporting that helps management optimize operations, support health and safety efforts and track compliance.

It is also a user-friendly intuitive software solution for busy front line health professionals.



Key features

- / EkoMS Live Alarm Boards
- / EkoMS Mapping
- / EkoMS Notification
- / Dashboard with alarm history table
- / Device swapping and management
- / Exportable reports
- / Network configuration
- / User administration
- / Activity logs
- / Customisable menus and data displays
- / Automatic data backups

The EkoMS Alarm Dashboard offers a real-time summary of active alarms, organized into six categories: all active, emergency, escalated, nurse present, assistance requests, and maintenance. Each category is fully customizable, with adjustable card layouts and colours. The maintenance alarm card allows for comments and can be cleared once resolved.

Additionally, the dashboard includes a customizable alarm history table and visual data charts (line and pie) displaying information for the past 7 days or 24 hours.

Alarm Escalation

In EkoMS, alarms are escalated if not acknowledged within the set time, causing them to flash on the board for urgent attention. Emergency and active alarms are automatically cleared once resolved, while maintenance alarms must be manually cleared with an explanatory note. This ensures that issues, such as faulty or low-battery EkoTek Repeaters, are properly addressed before being cleared.

EkoMS Notifications

EkoMS has a PC application that alerts users to raised alarms with a pop-up notification that cannot be hidden until manually closed. Alarm types and locations can be customized for each user within EkoMS, ensuring timely and appropriate responses.

EkoMS Mapping

EkoMS Mapping provides a visual representation of your premises to display live alarm information, helping staff quickly identify alarm locations and priority levels. This feature is especially useful in large or complex environments, where remembering room names and layouts can be challenging.



Introducing i-Message

A secure platform for integrating systems, automating alerts and fostering collaboration with effortless communications

i-Message acts as both a communications hub and a control centre: processing data from a myriad of sources, facilitating communication between disparate devices, executing automations and providing the administration interface for a number of Multitone solutions.

Key Features

- / Provides time-critical messaging for key users and teams
- / Unifies devices into an integrated system, even incompatible firmware
- / Transmits, stores and backs-up data
- / Allows centralised monitoring, messaging & administration
- / Enables use of Multitone apps and solutions, including Messenger
- / Supports multiple communications methods, including DECT, voice, SMS, email, instant messaging and paging
- / Is available as an on-premises server, virtual server and as a Cloud service in partnership with Amazon Web Services (AWS)

Why choose i-Message

Consolidation and monitoring

i-Message brings all of your communication systems and devices under one platform, reducing complexity and in doing so, workplace activity is also easier to monitor and simpler to audit, ensuring professional conduct and compliance with your policies. This protects staff and also helps protect your organisation's assets and data. As well i-Message unlocks 'siloes' communications methods used by many organisations with easy adaptation and integration into current systems.

Any automatic alarms or manual calls for assistance are automatically processed by i-Message. The system immediately contacts the most appropriate teams and calls them to action. Their availability and responses are tracked so that you know if the situation is being dealt with, and you also have the data you need to improve processes in the future.

i-Message unlocks 'siloes' communications methods used by many organisations with easy adaptation and integration into current systems



Secure, flexible and integrable

Upgrading and modularity

Different roles and teams have different requirements so i-Message supports VoIP, DECT telephony, paging, smartphone paging apps and secure messaging apps for individual and group messaging. It allows for easy integration of new technologies with existing systems, and ensures your communication platform can evolve with your organization's needs and budget.

Working without boundaries

i-Message offers a secure, flexible communication platform for organizations with multiple sites, supporting Cloud or on-premises deployment. It can operate over LAN, VPN, or the internet, with added security via a DMZ proxy.

Resilience

With built-in resilience, the system ensures immediate automatic backup and notification process so messages and calls are not disrupted, and faults can be rectified as soon as possible.

This resilience works across multiple sites. On the rare occasion that part of a system may fail, control of that area can automatically be transferred to another site, without interruption.

On-site and wide area paging

i-Message offers robust, scalable paging for critical communications, ensuring message delivery without delay. It supports on-site and wide-area paging across multiple locations, with team calls prioritized for critical messaging. The system includes call verification and audit trails for full accountability. Integrated with your phone system or network, it allows messages to be sent from any phone extension or PC.

Monitoring and alarm management

i-Message centralizes alarm and monitoring systems, integrating outputs from various sources such as fire alarms, building management, security, and IT systems. This creates a single point of monitoring and control, reducing complexity and aiding rapid investigation and resolution of issues, even if the alarm source is remotely located.

VoIP & Cordless Telephony

Wi-Fi or DECT devices provide mobility within facilities while keeping you contactable. By integrating with i-Message, you can enhance this functionality to monitor and control alarms and send messages to various devices on the move. This turns your Wi-Fi or DECT system into a powerful remote management tool.



Smart devices and applications

Integrating smartphones or tablets with i-Message provides access to secure, professional communication apps. These apps offer the functionality of consumer messaging tools, with the added benefits of centralized user management, automatic message backup, audit trails, and enhanced data security, ensuring sensitive information is protected.

Increasing staff protection and safety

i-Message fully integrates with EkoTek - the wireless staff protection system and other alarm systems eg wired panic buttons. Designed for staff in hazardous or isolated environments, it ensures immediate alerts and deploys the correct support team via their pre-configured communication method such as email, SMS, or instant messaging. It can also link to CCTV for a visual record of the incident.

Cloud and on- site hybrid solutions

i-Message offers a hybrid solution that links on-site and Cloud-based systems together into one flexible, resilient platform. For sensitive applications like building safety and security monitoring, i-Message can operate on LAN with physical redundancies, ensuring continued operation during internet issues and offering enhanced cyberattack protection. Meanwhile, messaging apps and everyday communications can be routed through the Cloud, connecting teams via Wi-Fi or mobile data.



Introducing the Messenger App

Secure communications app for healthcare and emergency services

Messenger, is designed to provide all of the functionality and advantages of publicly available chat apps, with extra functionality to improve its suitability for healthcare and emergency services - enhancing security, improving oversight and adding features which take it far beyond a simple messaging app.

Key Features

- / **Cross-Platform Support** - available on Android and iOS
- / **Unified Contact System** - instant messaging, voice, and video calls
- / **Centralized Management** - locate users by job title
- / **Multitone Integration** - works with Eko Tek and other systems
- / **Real-Time Availability** - live status, including “on-call”
- / **Message Tracking** - ensures message delivery and accountability
- / **Call Priority** - overrides DND do not disturb for critical messages
- / **Quick Setup & Secure Conferencing** - no pin required
- / **Monitored Network** - prevents message loss offline
- / **Data Protection** - conceals personal info for privacy
- / **User Authentication** - includes message revocation for lost devices
- / **Secure & GDPR Compliant** - AES128/AES256 encryption
- / **Lone Worker Safety** - tracks locations and sets alerts



Partnering with Broadtech Health

Broadtech Health proudly represents Multitone Critical Communications Solutions in New Zealand and are committed to ensuring the optimal performance of all Multitone systems.

With a Service Level Agreement (SLA), you will receive 24/7 fault support, remote assistance, and onsite support, including labour and travel. We also conduct annual site audits for system efficiency and preventative maintenance, offering preferential rates on all parts purchased or repairs, as well as comprehensive programming and online training.

To better assist you, we can customize payment options to fit your funding models.

If you prefer to own the system outright, we offer a CAPEX option. Alternatively, for those looking to lease, we provide an OPEX model with a monthly fee over 60 months, eliminating the need for an upfront investment.

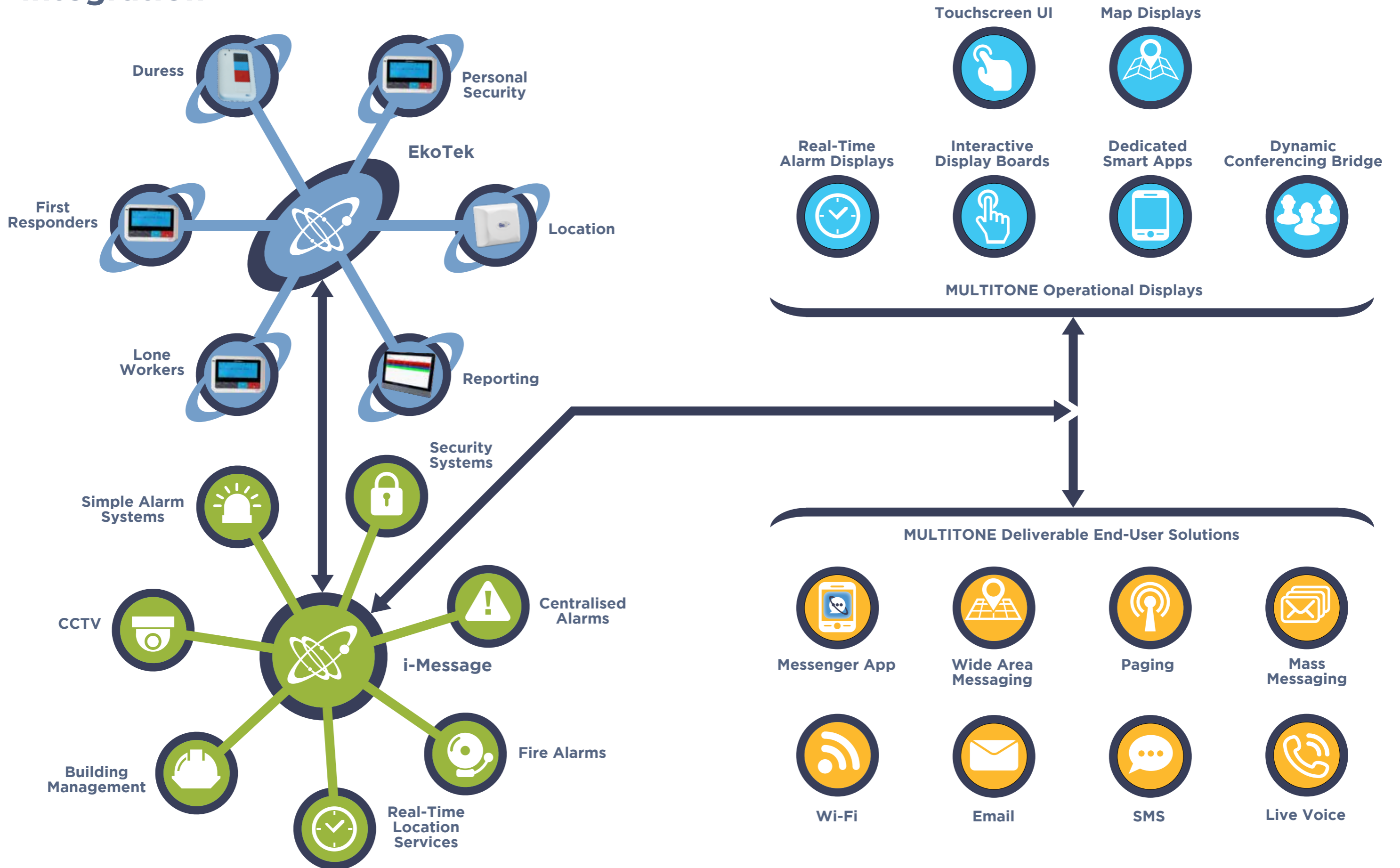
Throughout this period, Broadtech Health will support and service the system, with the possibility of upgrades at the end of the term.



| COMPARISON CHART - See Broadtech Support Plans breakdowns for full detail | No plan | Basic plan | Premium plan |
|--|---------|------------|--------------|
| 24x7 Fault support line included | No* | Yes | Yes |
| Programming included | No** | Yes | Yes |
| Remote support included | No** | Yes | Yes |
| Onsite support including labour and travel included | No*** | No*** | Yes |
| AA Battery replacement included | No** | No** | Yes |
| Site Audit included | No** | No** | Yes |
| Online Training including | No** | Yes | Yes |
| Product purchasing at preferential rates | No** | Yes | Yes |
| Repairs at preferential rates | No** | Yes | Yes |
| Freight - included | No** | No** | Yes |

* Call out fee chargeable
 ** Available through our standard charge rate
 *** Labour, Travel and Batteries chargeable where applicable

Multitone integration





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CRITICAL CARE TECHNOLOGY

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