2010

Southern Cross Message Systems (Pty) Ltd T/A
Message Systems
(2002/032042/07)

Johannesburg Office (Head Office)
PO Box 433, Modderfontein 1646, South Africa
Phone: +27 (11) 452-6633
Mobile: +27 (83) 628-8184
Fax: +27 (11) 452-2790

Cape Town Office
Phone: +27 (21) 939-1542
Mobile: +27 (83) 375-0023
Fax: 086 520-5150 (Local Only)

www.messagesystems.co.za
sales@messagesystems.co.za
Managing Director: Quentin Daffarn

Capability Statement

Message Systems is the sole distributor in Africa for **Commtech Wireless**, a world leader in the design and manufacture of on site and area wide messaging infrastructures. The company's core markets lie in four distinct categories; healthcare, hospitality, industrial and emergency services.

Message Systems product range includes a broad spectrum of messaging communication technology, which integrates communication media such as Email, SMS, Paging and DECT amongst others. Solutions include terminals and encoders, from simple 'push button' systems through to countrywide communication networks. All associated peripherals such as alarm boards, voice prompted telephone cards (IVR), transmitters and encoders are also available from **Message Systems**

Our installation base extends to over six thousand sites across 53 different countries, from major hotels through to state wide emergency service networks.

To date these systems have been supplied to sites and industries around the world, including such as Hotels, Hospitals, Aged Care Homes, Casino's and clubs, Defence, Emergency Services, Industrial Sector and Regional Networks. Some of the sites running this technology world-wide are listed by industry after the solutions detailed below.

Message Systems Provides Solutions & Communication Technology for, amongst others, the following applications:

HOSPITAL/ AGED CARE
- Hospital Messaging and Wireless Call Systems
- Nurse Call and Patient Call Wireless Messaging
- Doctor and Nurse Callout and Escalation Messaging
- Aged Care (Old Age Home) Wireless Messaging
- Frail Care Wireless Messaging

EMERGENCY SERVICES
- Emergency Services Messaging Paging/ SMS/ Escalations (Ambulance and Fire etc)
- Control Centre Messaging Dispatch

CASINOS
- Casino Slot machine attendant and management wireless messaging
- Casino Tables wireless messaging for assistance
- Casino Floor F&B Service Messaging and service management

RESTAURANTS
- Restaurant Kitchen/ Bar Wireless Messaging
- Restaurant Waiter Wireless Messaging
- Patron Wireless Messaging
- Table Wireless Call Messaging

HOSPITALITY
- Resort Wireless Messaging and Communication Integrated Solutions incl Restaurants above
- Hotel Wireless Messaging and Guest Communication Systems
- Club Wireless Messaging

COMMERCIAL
- SMS Marketing/ Client Messaging
- SMS Communication Systems (Person to person)
- Web based Wireless and SMS Messaging

- Email <–> SMS Messaging
- DECT Phone Messaging
- VOIP Wireless Messaging
- Telephony Messaging Solutions
- Callout and Escalation Messaging Solutions
- Lead/ Job Card/ Problem Messaging and Escalation control
- Roster and Schedule Messaging
- 365 day Reminder and Scheduled Messaging
- IT System and Network monitoring, callout and escalation control
- Web Messaging (SMS/ Email/ DECT etc)
- Messaging Gateways (inbound and outbound communication of all media)
- LAN based Messaging and Wireless Communication

EDUCATION

- School Messaging Solutions
- University Messaging and Communication Solutions
- Crèche Messaging Solutions
- Parent Messaging and Paging Solutions
- Sunday School Wireless Messaging Systems

INDUSTRIAL

- Industrial Manufacturing Automated Wireless Messaging
- SCADA Messaging and Control Solutions
- Wireless Remote Control Systems
- Building Management Wireless Messaging
- Fire Alarm Wireless Messaging

SECURITY AND ALARM

- Security Control Wireless System Solutions
- Security Wireless Messaging
- Alarm Monitoring (wireless and wired)
- Alarm Messaging and responsive control

IT Network Monitoring

- Interfacing with IT Network Monitoring Systems
- Notification of system incidents
- Ensuring incidents are closed within SLA's
- Reminders of routing tasks
- Interfacing with Building Management Systems
- Monitoring of Ancillary Equipment – Aircons / Moisture
- Alarm / Access Monitoring (wireless and wired)
- Alarm Messaging and responsive control

This list is extensive but by no means complete, but is intended to trigger opportunities of solutions for the reader, which, by looking at the products alone may not have been obvious!

SOME REFERENCE SITES:

EMERGENCY

The importance of the work carried out by Emergency Services (EMS) agencies calls for the very best and most reliable wireless messaging technology. When time is measured in seconds and every second counts, there is no margin for error. For emergency services agencies using cellular phones, the loss of a network can spell catastrophe.

Wireless messaging is the simplest, most cost-efficient and reliable way for EMS and Rural Fire Services (RFS) officers to stay in touch with key staff members. **Message Systems** provides a wide range of messaging products of superior quality and versatility to provide the Emergency Services industries with comprehensive communications solutions.

Emergency Sites world-wide include:

- Western Cape EMS, RSA.
- Baulkham Hills RFS, NSW.
- Brewarrina RFS, NSW.
- Camden RFS, NSW.
- Hawksbury RFS, NSW.
- Liverpool RFS, NSW.
- Narrabri RFS, NSW.
- Campbelltown RFS, NSW.
- Cooktown RFS, NSW.
- Dumasesg RFS, NSW.
- Eurobodella RFS, NSW.
- Wollongong RFS, NSW.
- Hume RFS, NSW.

DEFENCE

Clear and concise communication remains among the single most important requirement in the operation of any defence force both domestically and on an international level.

Message Systems distributes reliable and durable equipment for several military installations across Australia and the world. Some of the Australian installations of our products in a defence capacity include;

- Joint Forces Base, Djibouti.
- Cocos Island RAAF.
- RAAF Base, NSW.
- Lavarack Barracks, QLD.
- Toowommba Army Base, QLD.
- Learmonth Military Base, WA.
- RAAF Base, WA.

MEDICAL/ HOSPITAL

There is no doubt that the swift and confirmed contact of staff is of the utmost importance to any hospital. The effectiveness of a facility's wireless messaging technology can mean life or death for its patients.

Message Systems has developed a range of solutions to suit the needs of hospitals and healthcare facilities worldwide – no matter their size. Our wireless messaging products integrate seamlessly with a vast array of nurse call and other third-party healthcare communication and alarm systems.

Just some of the hospital sites enjoying the many benefits of a **Message Systems** solution include;

- Tygerberg Hospital, Cape Town, RSA.
- Grooteschuur Hospital, Cape Town, RSA.
- RedCross Childrens Hospital, Cape Town, RSA
- Bokamoso Private Hospital, Gaborone, Botswana.
- Balmain Hospital, NSW.
- Bulli Hospital, NSW.
- Blacktown Hospital, NSW.
- Coonamble Hospital, NSW.
- Goulburn Hospital, NSW.
- Moruya Hospital, NSW.
- Northam Hospital, WA.
- Kimberley Hospital, NZ.
- Pingelly Hospital, WA.
- Darwin Private Hospital, NT.
- Gisborne Hospital, NZ.
- Oamura Hospital, NZ.
- Mackay Base Hospital, QLD.
- Whyalla Hospital, SA.
- Hume RFS, NSW.
- Dannevirke Hospital, NZ.

HOTEL/ RESORT

The successful management of a hotel entails the balancing of a number of disparate tasks. From keeping up with staff movements, turning off lights and answering calls for room service, hotel management covers a wide variety of skill sets and duties.

Message Systems' sophisticated message exchange platforms and technology integrate PABX and email systems with a wide range of messaging and alarm monitoring systems. Revolutionary messaging system is already giving many hotels an advantage over others by helping them provide superior customer service.

- HPF Crown Plaza, Johannesburg, RSA.
- TAJ Palace, Cape Town, RSA.
- JW Marriot Hotel, Indonesia
- Marriott Hotel, QLD.
- Le Meridien, BALI.
- Regent Hotel, FIJI.
- Hilton Hotel, NSW.
- Hard Rock Hotel, BALI.
- Hilton Hotel, NSW
- Sydney Hilton Hotel, NSW.
- Radisson Hotel Gold Coast, QLD.
- Ramada Gold Coast Hotel, QLD.
- The Pine Resort, QLD.
- Intercontinental Hotel , NSW.
- Esplanade Hotel, WA.
- Hyatt Hotel, WA.
- Hayman Island Resort, QLD.
- PT Semen Nusantara Cilacap, JAVA.

INDUSTRIAL

Safety is of the utmost importance in any industrial situation. The reliable monitoring of alarm events and the quick and dependable transmission of messages on an industrial site ensures the safety of people and equipment in often volatile environments.

Messaging technology and alarm interface modules provided by **Message Systems** are employed in various mission critical applications within industrial environments. Our world-class products help protect life and property as well as provide a high level of efficiency to many companies, worldwide.

Industrial companies currently utilising **Message Systems** technologies include;

- Chevron, Angola.
- Corinthian Industries, NSW.
- Coca Cola, QLD.
- Western Power, WA.
- BHP Groote Eylandt, NT.
- Osborne Mining, QLD.
- BHP, SA.
- BHP Newman, WA.
- Norseman Gold Mine, WA.
- Silver Swan Nickel Mine, WA.
- Sanitarium Food Products, NSW.
- Gladstone Power Station, QLD.
- Goodman Fielders, QLD.
- Wiluna Gold Mine, WA.
- Hunter River Gold Mine, NSW.

AGED CARE

In any assisted-living facility, the ability to reach staff promptly and with certainty is of the utmost importance. Effective wireless messaging technology can make a world of difference; even, in the case of infirm residents, life or death.

That is why **Message Systems** distributes a range of solutions to suit the needs of aged care and healthcare facilities worldwide – specially tailored solutions for the industry-specific requirements of the world's most-respected assisted living facilities. Facilities who are already benefiting from a **Message Systems** solution include:

- Bondi Astra Ret. Village, NSW.
- Wesley Gardens, NSW.
- Rendell on Reed Rest Home, NZ.
- Carinya Hostel, QLD.
- Country Woman's Association, QLD.
- Adelaide City Mission, SA.
- Barossa Valley Nursing Home, SA.
- Glenview Nursing Home, TAS.
- Queen Victoria Nursing Home, TAS.
- Cassa Elda Vaccari Hostel, VIC.
- Asc. for the Blind Hostel, WA.
- RSL War Veterans Home, WA.

CASINOS and CLUBS

As a distributor of wireless messaging software and related products for the Gaming and other industries, **Message Systems** has solutions that make a substantial difference to the bottom line of any casino.

Message Systems' flagship product **CommtechMessenger** integrates all a casino's messaging inputs (such as slot machines, alarms, manual messaging, building maintenance systems, PBX and so on) and dispatches messages through a wide variety of methods such as pagers, SMS, email and DECT handsets.

Some of the casinos and clubs already experiencing increased profits and efficiency include;

- Monte Casino, South Africa
- Casino Arizona, USA.
- Auckland Casino, NZ
- Burswood Casino, AUS.
- Campbellton RSL, ACT.
- City of Sydney RSL Club, NSW.
- Harbord Diggers RSL Club, NSW.
- Parramatta Leagues Club, NSW.
- Conrad Jupitors Casino, QLD.
- Conrad Treasury Casino, QLD.
- Sheraton Townsville, QLD.
- Cessnock Rugby League Club, NSW.

COMMERCIAL

Schools, shopping complexes, government agencies and mine sites, though diverse in operational nature, all benefit from the freedom and versatility provided by a wireless communications solution.

Message Systems provides messaging infrastructure, including pagers, software and DECT systems to a great number of commercial and public interests in these diverse fields.

Some of these companies and agencies include;

- Telecom Monitoring, NSW.
- American Express, NSW
- Monash University, NSW
- Uncle Tobys Company, NSW..
- SA Court House, SA.
- Alexander State Library, WA.
- Woodvale SHS, WA.
- Deer Park Shopping Center, VIC.
- Police Forensic Science Center, VIC.
- Hamersley Iron, WA.
- Argyle Diamonds, WA.
- SA Railways, SA.

Conclusion

It is easy to see that, where messaging and communication has perhaps not been considered before, it is an obvious choice for many solutions, whether communication from "man to machine", "machine to man" or person to person.

Messaging is used to monitor, control and ultimately any form of communication and seamlessly integrates with voice communication solutions where most technologies, from GSM, to DECT and Radio systems, support both voice and messaging.

It is the most cost effective way of communication as well as conveniently being efficient and it is commonly thought that up to 80% of all communication can be effected through messaging.

We consult for clients, such that a clear establishment of their needs and integration of their solutions provides them with workable cost-effective and fit for purpose solution.

So whatever the need, the likelihood is that **Message Systems**, or one of its appointed **agents throughout Africa**, has a solution worth considering that is tried and tested somewhere in the world and is quick, easy and cost effective to deploy.