



## ENTERPRISE COMMUNICATIONS

Enterprise Communications: Whatever the job, wherever it is, whoever's involved - enterprise communications are all the internal and external communications required to get people together to get a job done.

Competing in today's highly selective marketplace requires the most effective communications between organizations and their customers, partners and employees. Whatever your major business challenge is, MIR3 can help you do the enterprise communication piece of your work faster, better.

It's the best choice for:

- Faster **BUSINESS CONTINUITY-DISASTER RECOVERY**
- Quicker, more proactive management of **INFORMATION TECHNOLOGY** events
- More cost-effective and efficient **BUSINESS OPERATIONS**
- Consistent, trackable **CORPORATE MESSAGING**



## THE SOLUTION FOR THE COMMUNICATION CHALLENGES OF ENTERPRISE COMMUNICATIONS

Efficient, unified communications across the Enterprise

Role-based access feature to meet departmental privacy/security needs

Accountability and audit trail with closed loop communications

24/7 easy to use, 3-Step process for communication

Rapid implementation, robust platform

Multi-language capability

Notification engine and XML links to any business process

## THE MIR3 INENTERPRISE™ SOLUTION FOR FOUR CRITICAL AREAS OF YOUR BUSINESS

### BUSINESS CONTINUITY/DISASTER RECOVERY

Make your BC/DR process faster and more proactive

- Speed notification and response times as critical events unfold
- Coordinate BC/DR efforts and link to software-generated BC/DR plans
- Track and bring people together before, during or after a disaster
- Reduce business risk by returning more quickly to "business as usual"
- Facilitate emergency communication drills
- Comply with regulatory controls regarding timely disclosure of business interruptions

### INFORMATION TECHNOLOGY

Automate notifications relating to IT service interruptions

- Link network management software with automated two-way alerts to IT staff
- Notify users and customers of IT-related service/business process disruptions
- Reduce vulnerability and downtime by responding more quickly to IT events
- Coordinate IT and Call Center staff
- Ensure achievement of Service Level Agreements and comply with regulatory controls

### BUSINESS OPERATIONS

Create a unified platform for generating and managing notifications for any communication-dependent business operation

- Integrate business processes across multiple functions within the enterprise
- Improve workflow to reduce operational costs

• Leverage new digital channels to provide more flexible and personalized customer, partner and investor communications strategies

• Improve customer service, employee satisfaction and investor relations through more timely, relevant, and contextual content

• Increase product and service differentiation using strategies such as one-to-one marketing

### CORPORATE MESSAGING

Use a unified platform for generating, managing and tracking all types of internal communications, including those relating to:

- Facilities management
- HR policies
- Scheduling and staffing
- Employee education
- Executive messages

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