



# NovaLink GmbH

innovation

Founded in 1996, NovaLink has established itself in the fields of alerting, messaging and security products for industry, service providers and businesses. The Swiss-made solutions of NovaLink satisfy modern telecommunications requirements, and support all common systems and interfaces according to engineering standards. Thousands of standard and customized projects have been successfully implemented, and because NovaLink has its own development team, the company can react both quickly and optimally to the demands of the market and new technology.

## Offers

### NovaAlert

- **Compliant with:** Avaya Aura® Communication Manager, Avaya IP Office 500, and Avaya Aura® Session Manager
- **Offer Solution Category:** Alerting, Notification & Security, Public Safety & E911, Unified Communications
- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality, Insurance, Airports, Public Safety, Research

NovaAlert is a powerful alarm, evacuation, and information server. Each alarm, fault, and information message is processed quickly and accurately and transmitted via all established media (including VoIP) to the responsible person or group.

NovaAlert includes solutions for Lone Worker surveillance, as well as solutions for nursing homes.

The appliance NovaBox captivates through its unique performance characteristics, and, together with all NovaLink solutions, is the “All in One” package. In addition to all current telephony interfaces, NovaBox also has standardized interfaces to connect with virtually every type of third-party system, such as network management, telecommunications, factory master control, and nurse paging systems.

Member presence  
in EMEA.

For more information,  
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## NovaMail

- **Compliant with:** Avaya Aura® Communication Manager, Avaya IP Office 500, and Avaya Aura® Session Manager
- **Offer Solution Category:** Fax Servers, Messaging, Unified Communications, Call/Contact Center
- **Primary Industries Served:** Financial Services, Government, Healthcare, Hospitality, Insurance, Research

The NovaMail Voicemail System provides users with an individual voice memory. Recorded messages will be signalled immediately via email or SMS text message. IVR connects the caller to the correct point of contact. In addition, the system offers specific functions for applications in hospitals or hotels, such as wake-up, room status, and mini bar, and includes a basic call center solution.

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## NovaTax

- **Compliant with:** Avaya Aura® Communication Manager and Avaya IP Office 500
- **Offer Solution Category:** Reporting & Analytics, Call Accounting
- **Primary Industries Served:** Education, Financial Services, Government, Healthcare, Hospitality, Insurance, Research

NovaTax brings an organization’s communications data under control. Businesses can use NovaTax to evaluate how functional and effective their infrastructure configuration is, or where improvement or savings can be made.

NovaTax includes complete solutions for small and medium hotels, including Call Billing, Check In/Out and much more.

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## Success Story

### Global European Manufacturer

**Member product/service:** NovaAlert and NovaMail

**Associated Avaya products:** Avaya Aura® Telephony Solution

#### Challenge:

A global manufacturing organization based in Europe produces goods for several diverse business sectors, including automotive and industrial technology, consumer goods, and energy and building technology. With more than 360 subsidiaries, it has regional companies in 50 countries and employs 281,000 associates.

The manufacturer needed an alarm and evacuation system that would notify management of issues on the production floor, as well as help monitor and protect shift workers that frequently worked alone. For its office workers, the company wanted an easy-to-use integrated voice response (IVR) system that helped customers reach the correct associate quickly and efficiently.

#### Solution:

The manufacturer chose the NovaAlert and NovaMail applications to help monitor its production facilities, and connect customers with associates. With the NovaAlert alarming, evacuation, and messaging solution, any events initiated by the production machines or building automation systems will trigger an alert, which is sent via email, SMS text message or voice mail message to designated supervisors and managers. The system delivers messages to different recipients based on the type of event or time of day, and an escalation process begins if the recipient does not acknowledge the alert message within a set timeframe.

For the manufacturer's night shift workers, NovaAlert provides a surveillance method that automatically triggers an alarm if an incident occurs and a lone worker is unable to call for help. This feature, along with the automatic evacuation messages delivered using different media methods, keeps the company's production crew safe and productive.

NovaMail, the powerful unified messaging solution, helps keep the organization's office workers connected with customers and colleagues by providing each associate with their own extension and corresponding voice mailbox. The easy-to-use IVR system helps customers navigate to the correct associate, and can deliver an email or SMS text message to alert associates when a new voicemail messages has been received.

#### Value:

With NovaAlert and NovaMail, the manufacturer can better monitor its production facilities to help reduce downtime caused by production interruptions and incidents. Because they synergistically work together, the solutions help the company protect all its employees regardless of the shift they work. In addition, the NovaMail solution helps make communication with customers faster, more efficient, and more professional.