

Multitone Nucleus Service Definition

G-Cloud 15

January 2026

Introduction

This service definition provides a high-level overview of the typical delivery of Multitone Nucleus through the G-Cloud 15 framework.

At Multitone, we believe that clear, secure, and reliable communication forms the heart of every successful operation. Our technologies constantly evolve to meet the dynamic needs of our customers. With our innovative suite of hardware, software, and apps – including our new Multitone Nucleus™ platform – we empower organisations worldwide, from NHS hospitals to vast commercial estates. We deliver bespoke integration, automation, and communication systems that make workplaces safer, more efficient, and more resilient.

Experience the next frontier in communication with Multitone Nucleus™, a secure, versatile platform designed to transform collaboration within teams and organisations. Built for industries like healthcare and beyond, Nucleus bridges the gap between people, teams, and departments, empowering them to work smarter and faster.

Multitone Nucleus offers customers the ability to deploy as much or as little of the solution as needed, based on the scope of organisational requirements at the time of any initial deployment, with the capability to scale throughout your journey with Multitone Nucleus.

Multitone works in a collaborative, workshop-led approach to ensure a clear understanding for all parties as to the key deliverables, timescales and any dependencies from Multitone or customers. This collaborative approach has underpinned the longstanding relationship Multitone has enjoyed working with UK Governmental organisations across the public sector, including the NHS, Fires, Emergency Services and Rescue Services.

Customer Testimonial:

“Without the support of Multitone and its products running our internal communications would be very difficult, particularly in an emergency environment. We have been particularly impressed with Multitone’s customer service and the account management, which has been an integral part of our highly beneficial relationship.”

Paddy Graffin, Head of Estates, NHSCT

Working with Multitone for service delivery

The Multitone team is focused on providing the right team of product expertise and technical engineering support to aid and guide organisations, looking to use Multitone Nucleus to enhance the flow of critical communications within their organisations.

This team works closely from the very initial engagements, all the way through the entire journey of trial, discovery, proof of concept, scoping, delivery, proof of delivery and then forward as we continue to support your organisation to maximise the investments made and innovate for the future.

Key milestones for our journey together

Initial Engagement

- Discuss how Multitone Nucleus can meet the specific needs of your organisation for secure, critical and efficient communication.

Discovery Workshops:

- Free workshops to understand your current communication challenges and requirements.
- Demonstrate how Multitone Nucleus' features, such as cloud optimisation and integration, can address these needs.
- Explore integration ideas and possibilities, including legacy systems such as crash team pagers, BMS & Fire Alarm systems, patient record systems, IoT and much more.
- Share real-world examples of customer use cases, enabling lessons learnt discussions and support the full development of a scope of works with identified KPI's.

Customisation & Integration Planning:

- Plan the customisation of Multitone Nucleus to fit your organisational structure and needs.
- Ensure the plan includes any integration needs with existing systems and IoT devices for seamless communications.

Deployment & Training:

- Deploy Multitone Nucleus as described within the project scoping documents.
- Provide comprehensive training to ensure all users are comfortable with the platform.

Performance Measurement:

- Collaborate with your team to measure the impact of Multitone Nucleus against the KPIs outlined in the project scoping documents and organisational communication goals.
- Use real-time data to assess and demonstrate the improvement in collaboration and productivity.

Proactive Support & Continuous Engagement:

- Offer ongoing support to address any technical issues promptly.
- Engage with key user groups as identified by your organisation to gather feedback and discuss new ideas for future service enhancements.

Innovation & Evolution:

- Encourage the development of custom functionalities using Multitone Nucleus.
- Work with the NHS user community to explore new ways Multitone Nucleus can further support innovation.

About Multitone

Founded in 1931, Multitone Electronics PLC is an international telecommunications company with extensive experience in critical communications and infrastructure deployment.

Multitone is a specialist in the development and delivery of bespoke, highly resilient, integrated messaging solutions. We enable organisations to optimise efficiency, reduce costs and improve organisational effectiveness

Fast Facts



Founded in 1931 and wholly owned subsidiary of Kantone Holdings.



Invented the world's first closed loop paging system at St. Thomas' Hospital (UK) in 1956.



Approximately 200 employees worldwide



Sales and service presence throughout EMEA, APAC, Americas and Australasia.



Manufacturing and logistics in Malaysia and the UK.



Extensive experience in critical communication infrastructure deployment.

Why Choose Multitone?

Choosing Multitone means selecting a partner dedicated to your success in critical communications and safety. We offer proven expertise, highly reliable solutions, and continuous innovation to meet the complex demands of modern organisations. From seamless integration to dedicated support, we empower your teams with the robust platforms needed to communicate effectively, respond rapidly, and operate with maximum efficiency.

Your success is our priority.
Choosing Multitone means
gaining a committed partner, not
just a vendor.

We provide end-to-end support, from initial consultation and bespoke system design to seamless implementation and ongoing maintenance. Our dedicated team ensures you receive expert guidance and prompt assistance, maximising your system's performance and value.



UK Company

At Multitone we are proud to be different; investing, manufacturing, building and testing right here in the UK.



Expert Services

Multitone offers expert customer services and engineers who are available 24/7, 365 days a year to aid in all situations.



UK-Based Repair Centre

Multitone's repair centre is UK-based, meaning we can meet stringent Service Level Agreements on our repair services.



International Business

At Multitone we are proud to be an international company with offices, partners and distributors all over the world.



Pioneering Technology

Multitone continuously develops cutting-edge communication and safety technologies. We invest heavily in R&D to bring you the most advanced and reliable solutions.

Multitone Nucleus™

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The Multitone advantage

Multitone Nucleus™ isn't just another communication tool. It's a catalyst for efficiency, designed to empower industries where time and accuracy are critical. With Multitone's decades of expertise in critical communications, you can trust Nucleus to deliver reliability and innovation.

Download the App



Why choose Multitone Nucleus™?



Seamless collaboration

Break down organisational barriers with secure, real-time messaging and collaboration tools tailored to your team's needs.



Built for innovation

Optimised for the cloud, Nucleus integrates seamlessly with existing hardware and IoT devices to deliver mission-critical information when it matters most.



Designed for growth

A modular system that grows with your organisation, offering scalable solutions across industries.

Key features



Real-time messaging

Communicate instantly within teams, departments, or across multi-site locations.



Cloud and onsite integration

Combine robust onsite systems with cloud-based flexibility for unparalleled performance.



Enhanced security

Built with industry-leading encryption to protect your organisation's critical information.



Comprehensive reporting

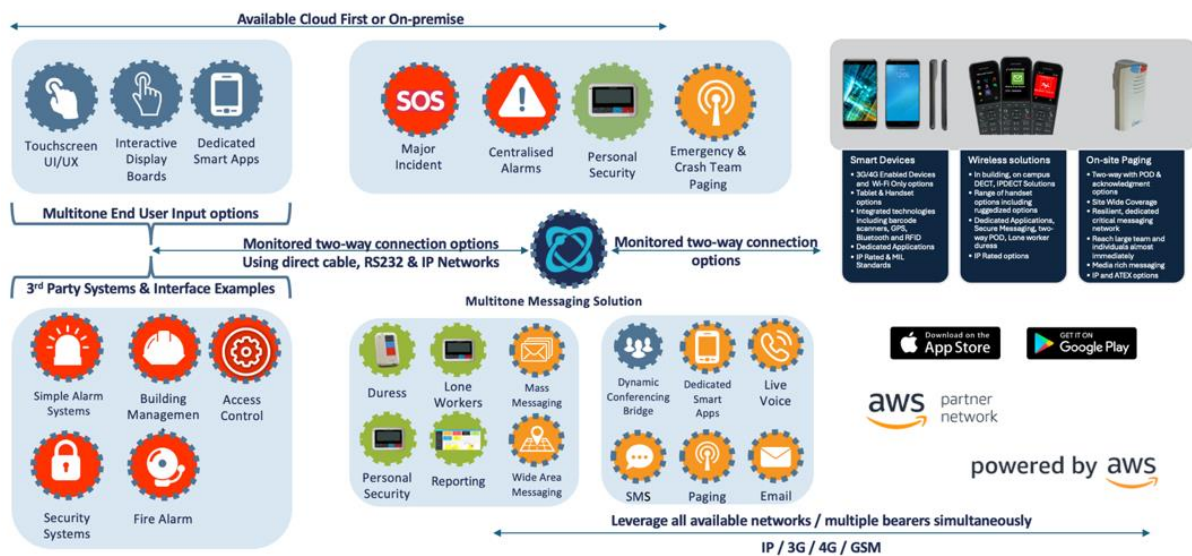
Gain valuable insights with detailed reports for accountability and audit purposes.

Solutions

Multitone understands that effective communication, paramount safety, and streamlined operational efficiency are vital for every organisation. We specialise in developing innovative solutions that address your unique challenges, ensuring your team is connected, protected, and productive.



Typical Multitone Applications and Solutions



Multitone Nucleus™

Experience seamless, secure communication with Multitone Nucleus™ – a powerful platform built to connect teams and departments, helping them work smarter and faster.

EkoTek Staff Safety Solution

With our solution, on-site staff can discreetly summon immediate assistance to their location at the touch of a button should they ever feel unwell or unsafe.

Major Incident Communications

Our solution allows you to initiate and mobilise the right teams from the moment an incident is declared, getting the right message to the right people first time, every time.

System Integration

Our solutions provide a platform for alarm centralisation, our estate alerts solution and IoT system integration, making the management of complex premises easier than ever.

Multitone Appear Lite App

Appear Lite works as an enhanced pager for smartphones. Unlike SMS or app-based messaging, Appear Lite messages can override silent & DND settings: ideal for high-priority alerts which do not require a response.

Multitone Appear App

A powerful communications and critical alerting tool, Multitone Appear transcends the limitations of app-to-app messaging. With Appear, it's all about who you want to contact, not how.

EkoTek Nurse Call Solution

Our Nurse Call solution ensures that hospital patients or care home residents can summon help directly to their location whenever and wherever they need it.

Mass Messaging

Sometimes you need to message hundreds or even of thousands of people in one go, perhaps via multiple contact methods. Our solution makes mass communications easy.

Paging

Thanks to its simplicity, reliability and independence from other communication networks, paging remains a widely used tool for high-priority messaging.

Internal Communications

With Multitone's suite of communications technologies and integration tools, we can provide a bespoke, complete communications solution for your entire organisation.

Explore our four key solution areas to find the right fit for your needs:

Staff Safety

Protecting Your Workforce in Any Environment

In high-risk workplaces, ensuring staff safety is paramount. Whether it's lone workers, healthcare teams, or security personnel, having the right protection in place can make all the difference.

Critical Messaging

Reliable Communication When it Matters Most

In mission-critical environments, clear and instant communication is essential. Whether you need to mobilise emergency teams, send mass alerts, or keep internal teams informed, our solutions ensure your messages are delivered without delay.

System Integration

Uniting Your Communication & Safety Systems

Seamless integration between systems can enhance efficiency, improve response times, and streamline operations. Our System Integration solutions enable different technologies - alarms, security systems, IoT devices, and critical messaging platforms - to work together effortlessly.

Applications

Smart Solutions for Smarter Workflows

Optimising workflows and asset tracking is essential for improving productivity and ensuring seamless operations. Our Applications solutions help organisations keep track of valuable assets, automate processes, and ensure the right people are in the right place at the right time.

Speak with your Multitone contacts today to find out more.

National Health Service

Reliable, integrated, and secure communication solutions for healthcare professionals, ensuring patient safety and operational excellence.

Multitone have provided critical communications systems to NHS Trusts for decades.



Now, we're leveraging our deep understanding of the needs of NHS hospitals and the challenges they face to deliver technologies that will revolutionise clinical comms, transform bed and equipment management and create safer workspaces for patients and staff.

Multitone Solutions for the National Health Service



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Mental Health Trusts

Delivering compassionate and secure communication solutions tailored for Mental Health Trusts, fostering a safer environment for patients and staff.

At Multitone, we understand the critical and unique communication needs within mental health trusts. We're your trusted partner, providing cutting-edge communication technology specifically designed to ensure seamless, secure, and efficient interactions for mental health professionals.



Why Multitone for Mental Health Trusts?

- Tailored solutions: Our systems, from secure messaging to instant alerts, are crafted to address the complexities of mental health care, enhancing communication within your trust.
- Patient-centric approach: We prioritise patient care by enabling professionals to stay connected, share critical information, and effectively coordinate care.
- Security and compliance: With encrypted communications, monitoring, and full audit trails, Multitone ensures your sensitive information is protected and compliant with the highest industry standards.
- Efficiency and streamlining: Our user-friendly platform improves operational efficiency by streamlining workflows, reducing response times, and enhancing overall communication.

We believe in transforming mental health communication, empowering your trust to deliver exceptional care and foster a collaborative environment for both staff and patients.

Multitone Solutions

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