



Technology Solutions, Inc.

Complete IT / VOICE

Proactively Managing your Success



Voice Disaster Recovery

Protection for Your Phone Calls

Every business has a “Plan A” for their voice system: where calls come from, where calls are delivered, which networks and providers are involved. But what is your “Plan B”?

Phone systems are one of the most overlooked aspects of business continuity planning - until it's too late. You go to great lengths to back up your data, co-locate your servers, and otherwise ensure that the vital parts of doing business remain intact. So why should you not also protect such a large part of what connects you with your customers as your phone system.

Voice Disaster Recovery is the smart answer to backing up your phone system:

- Automatically kicks in if your phones go down.
- Routes calls to emergency numbers (e.g. cell phones).
- Protects the professional image of your company.
- Saves a fortune vs. redundant POTS phone lines.

How does it work?

When your phone system goes down for any reason, your carrier will get one of two major errors when trying to send you calls: “Ring No Answer” or All Trunks Busy”. Both of these mean that your customers and associates can't reach you and that you're losing business.

With Voice Disaster Recovery, you can tell your carrier ahead of time to automatically failover in these situations to a fully-hosted virtual phone system. This equipment-free phone service is designed to mimic the behavior of your normal phone system auto attendant and call tree so that your customers need never know that your phone system is down.

Forwarded calls are sent to emergency numbers (e.g. cell phones) until your phone system comes back online. Voicemail messages are automatically delivered to you and your employees by email.

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