

# Disaster Recovery



## Prepare for the the unexpected

How would your business be affected if you lost the ability to make and receive telephone calls and to access the Internet?

Many companies have not fully considered Disaster Recovery and with telephone lines, Internet connection and email becoming increasingly critical, being offline for any amount of time can have a serious impact on your business.

Maintel can help you to plan a proactive recovery strategy to ensure that your business can continue to run smoothly in the event of a loss of service or disaster.

Disaster Recovery does not need to be expensive and even one serious outage will justify the cost.

### Services that need back-up:

- Incoming telephone calls
- Outgoing telephone calls
- Data connectivity (between offices or to the Internet)
- Email

Depending on the nature of your business you may place greater importance on different elements of your communications but you are unlikely to be able to continue to work efficiently without at least two of the above working.

### What are your options?

#### Incoming calls

What will happen to callers if your incoming lines are down or if you have to close your office? Often incoming calls are the most vital form of communication and missing them can lead to lost business or unhappy customers.

Maintel can provide cost-effective network-level solutions to quickly re-route incoming calls to a different destination if a problem occurs.

Calls can be redirected to another office, a standby outsourced call centre or to individuals' mobiles or home phones. Alternatively calls can be redirected to the same office via back-up telephone lines that might still be working.

#### Outgoing calls

By using multiple Carriers we protect our customers against a failure of any single individual Carrier.

You can protect yourself further by having enough back-up lines or channels as are required to maintain the minimum service you require to run your business should your primary lines fail or the ability to re-route calls via another office whose lines are still working.

#### Back-up lines

Having back-up lines will allow you to continue to make and receive telephone calls if your main lines go down.

In a serious network outage telephone lines can be out of action for days or even weeks but having other working lines to switch to will allow you carry on business as usual.

Back-up lines can be traditional telephone lines or increasingly we are providing customers with very cost-effective back-up using an IP or data connection (SIP trunks).

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### Upgrade the maintenance cover on lines

The time taken to repair a line or ADSL connection can be shortened by increasing the maintenance cover on your lines. Most business telephone lines are on default cover which typically means that a fault will only be worked on within office hours, Monday to Friday.

This can be applied on a per line basis and therefore you need only pay to upgrade cover on the most critical lines which should always include the analogue line over which your broadband runs.

### Internet access and email

We can provide back-up solutions to ensure that you always have a connection to the Internet and email so you never need to lose touch with your customers and suppliers.

A cost-effective solution is for us to install a second Internet connection that can kick in if the primary connection fails with back-up possible via ADSL, 3G or Wi-Max.

Wi-Max is a perfect DR solution as it does not rely on cables in the ground and is therefore completely diverse from any traditional Internet connectivity

### Telephone system

Disaster Recovery is where an IP based telephone system really comes in to it's own allowing multiple sites and home workers to be linked together seamlessly and for the call routing to be completely resilient to losing individual lines.

But whatever telephone system you have you need it to keep working and to get it repaired fast if it goes wrong. This should include adequate battery back-up (UPS) to keep your telephone system working if there is a loss of mains power.

Maintel's maintenance cover ensures that the telephone system to which lines are connected is recovered as soon as possible and within agreed response times.

With Maintel looking after your telephone system, telephone lines and Internet access we have complete control over identifying the nature of a fault and taking the appropriate action rather than you wasting valuable time sorting out which element of your telecoms service has failed.