

# Disaster Avoidance

## KEEPING YOUR DOORS AND LINES OF COMMUNICATION OPEN

### Fact: Disasters Happen

Regardless of how you define "disaster", preparing your organization, even for the daily disasters we all experience, can mean the difference between having your doors open for business or closed for good.

Our cloud-based phone system can help you avoid nearly every conceivable disaster and everyday operational annoyances by giving you the tools and resources necessary to remain flexible in any situation. With proper planning, you'll never be forced to recover from a disaster because you will avoid them altogether.

### Avoid the Everyday Disasters

**Receptionists Calls in Sick**—When people get sick, especially those critical to handling calls, it can wreak havoc on an organization. With our hosted PBX, it does not have to. If someone is out sick or on an extended leave, you can easily send calls to other people, locations or phone numbers. When the person returns, simply click a button to restore everything to normal.

**Local Equipment Failure**—Having equipment on-site creates a point of failure for your business. Not only is it expensive to store and cool servers, but to prevent disasters you must ensure security, redundancy and diversity to make sure service never goes down. With a cloud-based system, it secures and maintains all the equipment and ensures availability so you can focus on projects more strategic to your business.



**Car accidents, construction errors and other man-made disasters can take out your power and your vital lines of communication.**



### Avoid the Effects of Natural Disasters

**Weather Disasters**—Floods, hurricanes and snow storms are inevitable for most organizations, but today more companies are doing business outside their local area with customers across the country and across the globe. Local weather can no longer be a valid excuse. With our cloud-based phone system, you can keep your phones ringing and employees on the line even when your office is closed.

**Man-made Disasters**—Car accidents, construction errors and other man-made disasters can take out your power and your vital lines of communication. With most systems, when the lines are down, you are out of luck. Our cloud-based phone system keeps the lines open by sending calls and even Internet traffic around the trouble until it is restored.

### Platform Reliability

We have made great investments in our technology and architecture to design a platform with a 99.999 reliability. We strive to provide you peace of mind, even under extreme circumstance, knowing that your customers can continue-communicating with you and your employee."

# Continuity Features

With the intelligence of our cloud-based phone system secure in our cloud, you never have to worry about your customers being unable to reach your business or employees. Unlike other systems, the features that are offered are not in servers in your IT closet, or even in the phones themselves. Features are in the cloud, so you and your employees can access the tools and make updates to the system at any time to ensure business continuity.

## Included Features

**User & Admin Portal** – Allows you and your employees to make real-time changes to the system from any device.

**Emergency Override** – When a disaster happens, priority number one is making sure calls are answered. With a single click, you can immediately send callers to other business locations or phone numbers and just as easily restore routing once the trouble is cleared.

**Incoming Call Routing** – Quickly and easily change how each and every phone number on your system is handled when dialed. Calls can go to any extension, group, or auto-attendant, even across locations.

**Call Coverage** – Employees can determine where calls are sent after a given number of rings. Calls can be sent to voicemail (and turned into email), to an auto attendant, to a colleague or to another phone number altogether.

**Forwarding** – If your policy allows, employees can automatically forward incoming calls to any phone number. Forwarding can be activated locally by programming a button on a phone or online.

**Voicemail** – Employees can listen to calls on their desk phone, online or by dialing into the system from any other phone worldwide. Employees can also choose to have messages sent via email as an audio file, or notified via SMS.

## Optional Features

**Automatic VoIP Failover** – If the primary line of communication goes down, can sense the issue and automatically switch to an alternate failover line, or even public Internet access.

**Cell Twinning** – can simultaneously ring both your desk phone and your cell phone (or any other phone) so you never miss a call.

**Home-based Phone** – Any phone can be installed and activated anywhere with Internet access, even in home offices or other remote locations.

**Data Failover** – Provide an automatic failover of data service to an alternate path.

**GET COMPLETE ACCESS TO ALL THE  
TOOLS TO KEEP YOUR BUSINESS ONLINE,  
EVEN DURING A DISASTER.**

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