



Business Continuity
999Alert DR and Telecom Recovery Services

Be Prepared for any Emergency



0333 332 0000

Business Continuity and Disaster Recovery Applications

Telecom Recovery - Maintain Phone Coverage

Your Business Communications Systems are down. You need to inform your staff and quickly... but how? What is it costing your business in lost revenue and in reputation while your staff cannot take incoming calls?

With 999Alert from X-on you'll always stay in touch with your customers.

How much risk does your business find acceptable? Lost communications are usually outside your control.

In less time than BT can divert calls to a pre-arranged mobile we'll reconnect your customers and staff. Reliable communications redundancy will allow you to concentrate on business development free of concern. Coupling Telecom Recovery service with an Alert option keeps staff and customers fully informed during a crisis.

Good Business Strategy demands reliable redundancy. Your customers expect to be able to reach your staff.

We replicate your phone setup and take over processing your calls within minutes of your systems going down. An Alert system will allow you to inform customers and staff of any interruption to your services or activities.

It's not just unforeseen acts of nature that can disable your communications, anyone in business will be all too aware of the problems associated with keeping in-house hardware and computer systems running 100% of the time. There are any number of reasons why your availability to existing and potential customers can be interrupted, including vandalism, theft or even hacking.

999Alert Telecom Recovery

999Alert from X-on is a sophisticated business Telecom Recovery service offering security and peace of mind. Businesses that don't provide adequate redundancy are considerably less likely to survive a competitive market. According to the Henley Knowledge Management Research Institute, 60% of businesses that were affected by loss of telecommunications for 10 days or more closed their doors within a year.

We will review your current communications set up and either replicate it or provide an effective alternative covering the essential aspects of your telecom infrastructure.

We can also communicate any relevant information to your staff and customers if need be via mobile, email or landline, providing a comprehensive Disaster Recovery plan for your business.

Expert guidance is always at hand from an experienced Customer Service Representative.

999Alert Applications

- **Alert** : Notify Staff and Customers during Emergencies - alert notification via SMS, email and phone
- **Publish** : Phone Message Noticeboard for Updated Downtime Information - leave messages on phone info line
- **Interact** : Text and Voice Conferencing - key personnel can join text and phone conferences
- **Backup** : Phone System Standby - a mirror your in-house phone system coming online during outages

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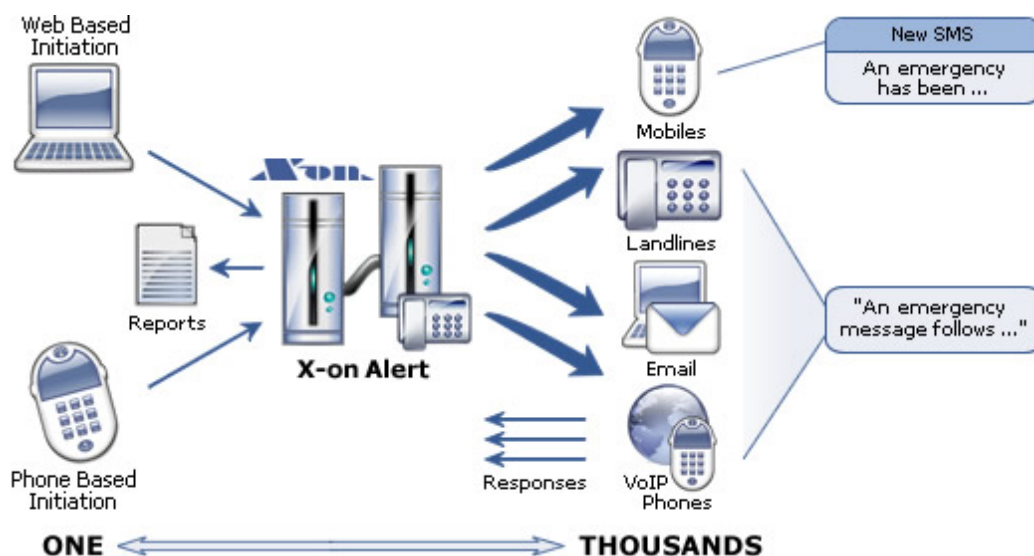
X-on Fixed and Mobile Telephony 

Replicate your In-House PBX

X-on disaster recovery applications can completely replicate your PBX off site, switching to backup very quickly if there is a failure of in-house telephony. Phone calls will continue to be handled with landlines, mobiles or VoIP phones acting as extensions with your customers unaware of any problems.

All aspects of your existing call handling solutions such as caller menus, call distribution queues and voicemail can be replicated and having a recovery plan in place can significantly reduce your insurance premiums, often by more than the cost of the application.

The DR applications are hosted in multi-site X-on data centres providing secure and resilient communications backup providing peace of mind and allowing your business to focus on it's primary targets.



FEATURES

- Keep staff and public informed via Phone Noticeboard
- Direct calls to key personnel quickly by Phone, SMS & Email during a crisis
- A Hosted Off-Site Backup of your phone system
- Staff Conferencing during downtime recovery
- Real time and audit management information
- 24/7 DR service availability

For more comprehensive information on **Telecom Recovery Services** please visit the **999Alert Web Site**
Or Call Sales on **0333 332 0000**.