

Telephony Office-LinX

Business Continuity



The Business Continuity Challenge: With the inevitability of natural disasters and political disruptions, corporate executives today realize there are events outside of their control that can greatly affect business operations, their workforce and the bottom line. Planning in advance for a disaster or some other source of business disruption directly correlates to the ability to respond and recover business operations and voice continuity.

Delivering Voice Continuity to Today's Business: Esnatech solutions allow businesses to instantly respond when a disruption in the communications infrastructure threatens connectivity. If a disaster were to threaten the infrastructure of a company, maintaining business operations and keeping lines of communications open with employees, customers and partners is essential. The components of Telephony Office-LinX are ideal in helping to facilitate voice continuity and allow enterprises to extend their business continuity strategies beyond data back-up to real-time voice services.

By deploying Telephony Office-LinX as a continuity solution, customers will be able to maintain communications effectiveness in the event of any outage or disruption. Redundant systems can be installed at remote locations and directed to assume control of real-time voice services in the event that your primary voice network becomes disabled for any reason. The redundant system seamlessly engages to continue to provide all the same communication features available on the primary systems, ensuring a non-disruptive environment for displaced workers, suppliers or customers that are trying to contact any staff member.

Real-time Notification: Telephony Office-LinX continuity integrates robust notification and real-time voice services designed to deliver messages and live calls to an unlimited group of people or subset of groups. Unlike a backup PBX with minimal extensions, Telephony Office-LinX converts the office into a complete mobile environment automatically redirecting calls and notification to remote end-points such as cell phones, home numbers and remote locations. Mass groups can be notified in real time of any event, given instructions, and even polled regarding individual disposition, location, etc., improving overall business operations and employee safety.

Mobility: By providing seamless connectivity coupled with the extended voice services of Telephony Office-LinX, remote or displaced workers can continue to conduct business, respond to customers, communicate with suppliers and co-workers, all the while maintaining their customary set of corporate voice applications (routing, CTI, fax, voicemail, etc.).

Establishing a proactive approach to providing staff with effective tools to use on a day-to-day basis, enables organizations to be prepared to respond in the event of an unexpected disruption and to ensure that the company will be in the best position to maintain critical business processes and voice continuity.