



Business Continuity

A Business Continuity and Disaster Recovery Solution.

The Top Line. Here is a business continuity and disaster recovery solution that ensures operations and telecommunication services are maintained during any disasterous incident such as catastrophic building failures, natural disasters, or network disruptions.

Business Continuity

Today's enterprises require business continuity planning to ensure operations are maintained during any data center, network, or building incident. Businesses spend months to ensure that continuity plans account for physical incidents such as catastrophic building failures, natural disasters, or calamitous events.

The ISWest hosted IP communication platforms lead the industry in state-of-the art business continuity and disaster recovery solutions. The ISWest platform supports business continuity at the enterprise, group, and the end-user level.

The ISWest Business Continuity Solution:

- provides access to communications services in any place, at any time, under any circumstances
- includes simultaneous ringing and sequential ringing to multiple locations
- includes support for telecommuting and unified voice messaging as well as a single mailbox across multiple technologies
- applies to Hosted PBX and IPTrunking services

Business Continuity Benefits

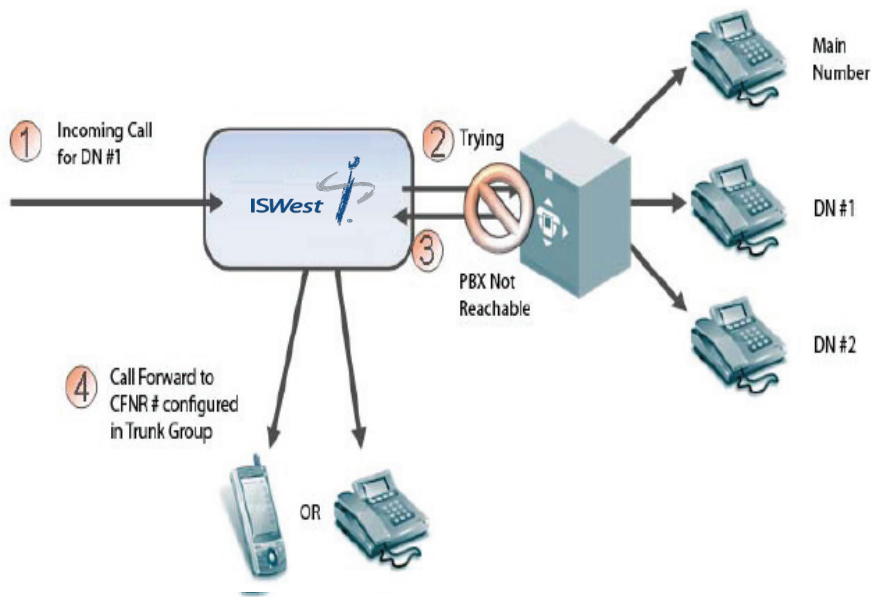
- Business Continuity in the Network and at the Customer Premise - The ISWest solution supports business continuity both in the network and at the enterprise. PBX solutions only provide for premise-based outages.
- Tiered Business Continuity Solutions - The ISWest platform supports disaster recovery policies for the enterprise, the group, and the individual end-user.
- No specific hardware is required - The ISWest platform is compatible with an extensive list of authorized PBXs, IP PBXs, access devices, and phones, which translates to reducing your capital and operational expenses.
- Customizable Disaster Recovery Policy - The ISWest solution allows businesses to design their communications continuity protocols based on their existing business processes.

The ISWest Business Continuity Solution

Every business -- large or small, fixed or converged, single-site or multi-site -- demands some degree of Business Continuity. In the event of a natural disaster or calamitous event, our Business Continuity solutions enables enterprises to automatically re-route calls to maintain telephone service to any location and any device, including landline phones, mobile devices, and PC-based softphones. These features work for both Hosted Enterprise Seats as well as for IPTrunking. In the case of Enterprise Seats, the user feature "Call Forwarding Not Reachable" will direct calls to pre-designated alternative fixed or mobile lines in the event of a service disruption to lines serving the Enterprise. In the case of all IPTrunking options (Basic, Executive and Premium), the feature, "Unreachable Destination" will similarly redirect incoming calls to pre-determined alternative numbers. Additional business continuity solutions such as simultaneous ringing and sequential ringing to multiple locations are also available for Enterprise Premium Seats, IPTrunking Executive, and IPTrunking Premium services.

Disaster Recovery Call Flow for Individual Subscribers Hosted PBX or Trunking Services

The illustration below shows the call flow for incoming calls being redirected for a trunk group user. When an incoming call cannot reach the PBX located at the enterprise site, the incoming call is automatically re-routed to maintain telecommunication services to any location and any device, including mobile devices, landline phones, and PC-based softphones.



Make Your Move. Call Us At (818) 735-3000 To Find Out More About Business Continuity Solutions And The Entire Portfolio Of ISWest's Services.

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Internet Specialties West is a nationwide IP-based network operator that, thanks to our nationwide, high-performance IP network and CLEC footprint, delivers enhanced IP applications to small and medium-sized businesses through channels of strategic partners and resellers, as well as VoIP and TDM services to carriers.