

## What is Business Continuity?

Business Continuity (BC) is defined as *the capability of the organisation to continue the delivery of products or services at acceptable predefined levels following a disruptive incident.* (Source: ISO 22301:2012)

Key to the success of any business is its ability to manage its calls through any event that takes it out of its usual business routine. In all market areas where competition is growing, Disaster Recovery & Business Continuity are hot topics. Many businesses are now proactively assessing and testing their ability to continue business operations even during a disruption to their infrastructure, staff or offices.

Ultimately, it's just common sense for any business to have plans in place to reduce the effect that events can have on the business to reduce any potential loss of revenue. This can be achieved by using systems like Number Manager to initiate alternative routing at the touch of a button. We can even combine solutions to make your business even more resilient.

There are a number of things - from disasters to planned events - that can affect our ability to get to our phones or receive calls:

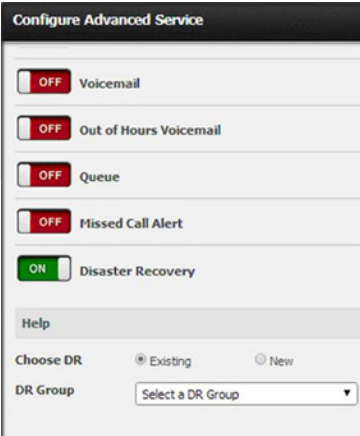
- Fire
- Floods
- Company Event
- Team Meetings
- Snow
- System failure
- Line failure
- Sickness

And many more...

With our Disaster Recovery option you can easily divert calls to another service using either the online portal or our phone app. You can assign numbers to Disaster Recovery (DR) groups. Each office, for example, could be assigned its own group.

## To activate Disaster Recovery

To activate this service you need to set up two services: your normal routing and one to transfer to in the event of your business being affected.



The screenshot shows a 'Configure Advanced Service' interface with the following elements:

- Voicemail: OFF
- Out of Hours Voicemail: OFF
- Queue: OFF
- Missed Call Alert: OFF
- Disaster Recovery: ON

Below the service list, there is a 'Help' section and a 'Choose DR' section with radio buttons for 'Existing' (selected) and 'New'. A 'DR Group' dropdown menu is also visible with the text 'Select a DR Group'.

Configuring DR services is simple via the online portal or the mobile app.

Invoking DR is simple whether online or through the app. Go to the Accounts section and then to DR Groups. Click Activate to turn DR on or Deactivate to turn the DR Off.

1. Set up the "continuity" service first. This needs to be an advanced or interactive service and needs to be attached to a number on the platform.
2. Secondly, set up the "standard" service. Again this needs to be an advanced or interactive service. At this stage you will also need to switch on Disaster Recovery which is located in the Extras settings.
3. You will then be asked to either assign it to an existing DR Group or a new one.
4. When you set up a new DR Group this is when you assign a "continuity" service to the group, or by using an existing one you can have multiple numbers going to the same "continuity" plan.