

# Telecommunications Continuity and Voice Disaster Recovery using Modern VoIP and Hosted Telephony Technology

## A white paper

Many businesses have a Business Continuity Plan to either maintain or rapidly restore critical operations and processes in the event of a disaster. However, it's typical that the greatest weakness of an otherwise good plan is with lack of definition of a practical "on-demand" restoration or recovery procedure for critical telecommunications services.

Every business depends heavily on voice communications; even the briefest outage can cause loss of business, income, and credibility. Therefore, an effective, functional, and simple strategy is the key to any practical Business Continuity Plan.

OneStream Networks ([www.onestreamnetworks.com](http://www.onestreamnetworks.com)) offers a highly efficient VoIP Business Continuity solution that is designed for simple and automatic deployment on demand.

"Disasters" may be categorized by severity:

- equipment failure: requires *minutes to hours to restore*
- local connectivity failure: *requires hours to restore*
- building failure: *requires days to restore*
- regional catastrophic failure: *undeterminable*

A building failure or "undeterminable" period to restore service requires drastic action. This is when most Disaster Recovery/Business Continuity Plans are executed. It is presumed that all telecommunications, including: in/out local calling, LD calling, data transport, and Internet Access will be lost.

An effective plan must define several alternative rendezvous points. These physical locations should be reliable structures that are conducive to operating a business on an emergency and temporary basis, and that are highly probable to be equipped with commercial power and Internet access.

Such locations may include:

- Hotel suite or conference room
- Business Center
- Alternative Commercial Locations geographically distanced from the disaster site
- Distributed Home Offices

## **“Certified” Business in a Box (BIAB)**

OneStream Network’s BIAB Solution is a “Certified” kit that contains (10) fully configured Cisco IP Telephones, a 12-port Cisco 2950 Data Switch, cords, power bricks, and 7X24 support.

- The equipment is transported to the rendezvous point in a sealed, secure, water-tight “strong box”; fully equipped for plug and play connectivity. All cables are connected using the color-coded configuration; and within 2 minutes telecommunications is restored. OneStream Network’s Business Continuity configuration enables the IP Telephones to automatically register and acquire the pre-assigned NANP telephone numbers for immediate functionality.
- As desired, the BIAB Kit may be distributed to employees; with individual telephones plugged directly into home-based broadband circuits to facilitate a work-from home business continuity strategy.
- The BIAB Kit is recertified annually to ensure functionality when required.
- The BIAB Kit is simple to deploy with color-coded connections and automatic telephone registration and configuration process. A 10-telephone deployment should not exceed 10 minutes from opening the strong box to full functionality.

### Services Restored:

- Incoming calling to the predetermined NANP numbers assigned to each BIAB telephone
- Outbound calling; local, domestic, international from each BIAB telephone
- 4-digit telephone to telephone calling if geographically separated
- Internet Access

### Capabilities:

- Automated Attendant
- Voicemail
- Unified Messaging
- Find-me/Follow-me routing
- 6-party conferencing
- Unlimited meet me conferencing
- Call Hold, Call Transfer, Intercom
- Multiple Kits can be added for more stations; and separated sites are inherently “inter-networked” with 4-digit dialing

## **BIAB Simplicity and Reliability**

BIAB is a practical, inexpensive, highly functional, and reliable telecommunications disaster recovery/business continuity solution for any organization.

The PBX-in-a-tractor-trailer approach is impractical, expensive, and almost impossible to deploy. Where is the “on demand” connectivity to the world? How costly and

complicated is it to keep this exotic solution current? What is the initial capital investment to build and deploy the solution?

Simply store BIAB Kits in a safe location. Have them recertified annually. Plug them in when needed. It's that simple, and practical.

### Existing OneStream Networks "OfficeStream" or "LinkStream" Customers

OneStream Networks provides fully hosted IP PBX solutions (OfficeStream) to replace the traditional PBX, and IP Trunking solutions (LinkStream) to replace the traditional carrier for traditional PBXs.

For OneStream Networks customers equipped with a user portal; main numbers may be redirected to the BIAB configuration to capture all traditional incoming calling for complete Business Continuity purposes.

For existing OneStream Networks fully hosted IP Telephony customers, additional business continuity features are already built in:

- The User Portal enables any calls to be instantly redirected to an alternate destination; including Cellular Telephones... or the BIAB main number.
- Any calls that aren't answered; or can't be answered because of the "disaster" are answered by OneStream Networks' network-based voicemail and unified messaging feature. The network will accept the voice message, and store it for retrieval. As desired, the system will provide pager or cell phone notification of the message (particularly urgent messages) and pass it on as a .wav attachment to any email box. *Incoming business callers are supported through the disaster, and the business owners are still monitoring their business. No calls are lost.*

### Advantages of VoIP

Through packetizing voice, we're able to abandon the inefficient traditional two-way switched TDM technology. Voice, now looking like other IP packets can co-exist over a modern IP infrastructure. By "converging" voice with other IP services, tremendous efficiencies prevail for both the provider and the consumer. In many cases, up to three or four disparate networks may be converged into a single, elegant solution. This reduces the multiples of local loops and other transport costs for the customer while typically improving performance considerably. With OneStream Network's MPLS backbone technology, voice packets are always prioritized over other packets to ensure optimal voice quality.

Geographically separated branch offices become inherently inter-networked with seamless, fully integrated functionality; without the need to pay for the network! All calling minutes are pooled, and flat-rate billed monthly regardless of usage!

In a fully hosted OfficeStream environment; the PBX, the LAN, the WAN, local calling, long distance service, and Internet service is fully outsourced; and fully consolidated for efficiency. OneStream Networks does all the work.

- Enables users at branch offices to benefit from the same features and functionality as users at headquarters, with consistency across all locations and 4-digit dialing between them.
- Customer premise equipment is drastically reduced.
- The number of vendors, amount of equipment, capital expenditure, skilled workforce required to maintain the on premise equipment and budgets all are reduced.
- Eliminates ongoing maintenance and upgrade exposures on traditional CPE.
- Provides small and midsize businesses sophisticated communications capabilities and reliability at an affordable cost.

OneStream Networks ([www.onestreamnetworks.com](http://www.onestreamnetworks.com))

OneStream Networks is unique in our proven ability to deploy IP Telephony with great success; having deployed tens of thousands of IP lines in the commercial space. Colleges, Universities, School Districts, YMCAs, Law Firms, Engineering and Architectural firms, and many more are using our IP Telephony and VoIP expertise.

OneStream Network's goal is to provide the commercial customer with best in class functionality with new and imaginative capabilities to further push productivity enhancements; while offering a highly competitive Total Cost of Ownership (TCO). Through the ubiquity of IP and the efficiencies of convergence; complemented with the economies of scale realized only with a shared hosted model, OneStream Networks offers your business infrastructure options and capabilities that were once considered unattainable! Imagine improving your communications infrastructure components at every level, while also improving your TCO when compared to your existing legacy systems and components... it's possible!

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