

# Call Routing: Disaster Recovery Solutions

Communications are vital for businesses to grow and prosper. Without effective solutions businesses cannot reach their full business potential. We may not be able to predict the future, but we can help you plan and prepare for it. Digitel offers a full range of disaster recovery solutions to suit all types and sizes of businesses.

We can ensure business continuity, diverting lines and inbound numbers to alternate sites or mobile phones, sometimes at the touch of a button. So if you want to be confident your communications channels could withstand a crisis choose Digitel – you'll be in safe hands.



## Why you should prepare

If disaster should strike, and your communications systems fail, your business would not be able to maintain relationships with its suppliers and customers. The results for your business could be devastating.

- Eroding of Customer Loyalty
- Damage to brand image
- Impaired Supplier relationships
- Loss of e-mail and voice connectivity
- Reduced company effectiveness
- Loss of valuable time and money

A well thought out disaster recovery solution can help you to reduce or even completely avoid the impact of these problems.

## The benefits

- Save valuable time and money
- Confidence that your business is secure
- Quicker crisis response time
- Reassure staff that business can recover
- Stay ahead of the competition
- Have failsafes for a range of scenarios
- Put communication in the forefront

## The solutions

We provide two main disaster recovery options, Alternate Routing and Alternate Target Numbers.

### Alternate Target Numbers

This is the simplest and quickest way to create a disaster recovery solution. Calls are normally routed to one location, but an alternative target number can be set up so the calls will go to a different location. This solution would help your business withstand any small disasters. For example, if your offices were damaged by flooding or fire you could set up a temporary office and route calls there while repairs were carried out.

### Alternative Routing

Alternative Routing involves using a different carrier network or sending calls via different locations to reach their destination. This type of solution can help your business withstand a whole host of disasters including carrier network faults.

Calls can also be routed via an on/off model. This means that calls normally route one way, but in an emergency a simple phone call or mouse click will enable you to activate an alternative plan. This plan could use an alternative location or alternative network to route your calls. Changing back to your original plan is just as simple.

## Bespoke Solutions

Businesses today are so varied and develop communications networks in many different ways. This means your business may want to consider a bespoke solution, especially tailored to meet your needs. Our specialists will be able to help you make an informed decision about the best solution to minimize the impact of a communications breakdown for your business.

Disaster recovery solutions can help to protect you from many types of crisis and save you money in the long run. So if you want to protect your business now and in the future, consider our disaster recovery options. For a free No obligation quote, contact us on 0151 650 0065 or e-mail [mail@digiteurope.co.uk](mailto:mail@digiteurope.co.uk).

## Our Company

Digitel Europe offers you a range of high quality, low cost voice, mobile and data solutions to suit your specific business needs. We also provide value added services such as non-geographic numbers, and can tailor a solution to meet your company requirements, reducing communications costs, increasing operating efficiency and enhancing your customer service.

With 20 years' experience in serving the needs of business customers, we're here for the long term and with over 6,000 trunk lines and 2,700 telephone systems installed have the knowledge and expertise to both support and advise your business.