

White Papers

Disaster Recovery

ConnectFirst offers hosted telephony solutions that will keep your organization within reach in the event of natural or man-made disasters.

Facilities, personnel and data are all important considerations when developing a good Business Continuity Plan, but how could you stay in business without telephony? How would your customers contact you? Could you keep your personnel updated, or even employed? You need to know if your organization is ready to face potential disasters; make sure your recovery plans include telephony. ConnectFirst can provide you with hosted technology that will keep your organization within reach by re-routing calls from anyone important to you.

In building continuity plans, everyone concentrates on data recovery. But what happens if no one can reach you?



What We Do

- We can re-route all your calls within minutes of a disaster
- Your customers can continue to contact you via the same local and toll-free numbers that they are accustomed to calling
- Our platform is scalable to meet your needs and can support thousands of concurrent calls
- We offer a web-based interface that can be accessed from virtually anywhere with an internet connection
- Employees can have calls re-routed to their home/mobile telephones
- Flexible
- The network can be pre-configured so that it is always ready, and so that it will perform exactly like your current operation

Cloud Routing

- Easy to Use
- Affordable
- Flexible
- Real-time Monitoring, Telemetry, Configuration Changes
- Diverse Data Source Capable
- Web-based Configuration and Reporting

ConnectFirst has developed a telephony infrastructure in the "Cloud". Our platform utilizes multiple geographically dispersed data centers, which offer redundant power and redundant entry points to multiple carriers ensuring that our network is always available. In the event of a disaster ConnectFirst can seamlessly re-route call traffic in many ways to meet your requirements.

Our system is constantly being monitored and calls are carefully load balanced. The system can be modified in “real-time”, so that you can effectively address the challenges that may be presented during a disaster. ConnectFirst can also send data in “real-time” in any common format, interface with external CRM applications, and allow your employees to be operational regardless of location.

Features

- Hosted “Cloud-Routing” Technology
- Best of Breed Telephony
- 24/7/365 Handling of Inbound or Outbound Calls
- Multiple Carrier Infrastructure
- Geographic Redundancy
- Complete Coverage throughout North America
- Advanced Routing with Multiple Features:
 - Remote Monitoring
 - Call Recording
 - Voicemail
 - Chat
 - CTI
 - And More...
- “Real-Time” Reporting
- Secure Data Retrieval and Access
- Multiple Data Outputs
- “Real-Time” Telemetry

Benefits

ConnectFirst’s platform is always on, and our architecture has no single point of failure. No one has to be contacted in order to divert your phone traffic onto our platform. It is available for single or multiple facilities, even if they are geographically dispersed. We give our customers the ability to continue operating from remote/off-site locations while their specific situation being addressed. ConnectFirst offers *peace of mind*.

Solution

ConnectFirst helps mitigate your response time by being ready. ConnectFirst hosted technology does not require any major capital expenditure. The interface is easily configured, so you do not need to know anything technical about Cloud-Routing, and neither do your employees. Our technology is capable of handling your phone traffic when you need it. We can help make your planning in the event of a disaster less complex.

Call today to find out how we can partner with you: 866.601.2707