

Business Continuity



How would your business be affected if your communication assets failed? Without a recovery plan in place, even a routine issue could result in loss of revenue. A more severe outage might render your business out of commission completely. According to a study by the Hartford Financial Services Group, 43% of businesses that experience a disaster and have no emergency plan never reopen. Of those that do reopen, only 29% exceed two years. Simply put, you must have a Business Continuity plan.



Your phone system presents a Business Continuity challenge. Many businesses house their phone systems at their premises through a Private Branch Exchange (PBX). A weakness with this approach is that a localized event (power outage, connection cut, weather event, etc.) can render the PBX incapacitated as all calls to or from the business must pass through it.

Business Group Admin Portal

Lines in Department: View All

Move selected to: --Select Department-- Move Download all Lines

Telephone Number	Ext.	Name	Department	Actions
(801) 901 1000	123	Al	MetaSwitch	Actions
(801) 901 1001	124	Steve	Daitan	Actions
(801) 901 1002	125	Sim-Ring Group	MetaSwitch	Actions
(801) 901 1003	*128	Dean	MetaSwitch	Actions
(801) 901 1004	#127	Sim-Ring Group	MetaSwitch	Actions
(801) 901 1008	128	Accounts pilot John	MetaSwitch	Actions

Hosted Unified Communications from PRTC helps you plan Business Continuity more effectively. With Hosted UC, all call processing and intelligence reside in the PRTC network, not on your business site. In the event of a localized outage, PRTC Hosted UC continues to operate and process calls.

In an outage, the failure is instantly recognized by the PRTC Hosted UC platform, and calls are re-routed immediately to alternate numbers or to a separate facility. A web portal (seen right) allows individual DIDs to be controlled for contingency plan routing.

Implementing a Business Continuity solution requires proper design and equipment selection to ensure maximum benefit. In addition to Hosted UC, PRTC offers a full range of consulting and design services and products maximize your protection against the unexpected.

Learn how to boost your team's productivity today

Call Us at **843-538-7253** or email busdirect@prtc.us for more information on Hosted Unified Communications.