

BT smartnumbers Directed Recovery

Voice Continuity

Resilient communications are critical for protecting your people, revenue and reputation in a crisis

In today's world, business continuity planning for unforeseen disruptions like fire, flood, transportation failures and other 'outages' not only makes sound business sense, it can be a regulatory or supply chain imperative. With BT smartnumbers Directed Recovery, businesses can be better protected at an affordable price.

Most businesses already have formal business continuity plans to ensure the resilience of their data, network and business applications. However, in an emergency it is the resilience of the voice network which becomes the single most critical function to assure. At times like this, it is vital for communication to be maintained, not only with customers and communities, but across the organisation, between employees, partners, suppliers and other stakeholders.

In order to increase the resilience of their operations organisations are looking at voice continuity to minimise impact to revenue or reputation in the event of an emergency. Specifically, organisations who wish to ensure that in any circumstances calls to individuals or teams will always be delivered, no matter where staff members may be located at the time of the call - such as their main office, a disaster recovery site, mobile or even at home.

With the Civil Contingencies Act 2004 and the Code of Practice for Business Continuity Management BS25999, the need for organisations to provide duty of care in the event of business disruption has moved up a gear in the

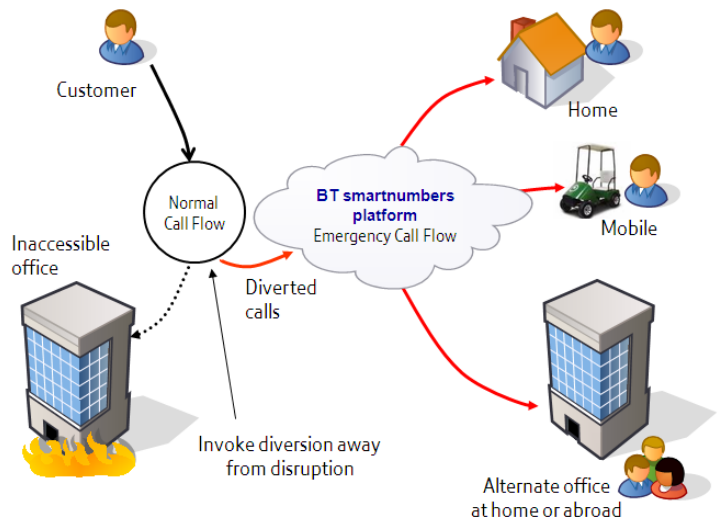
BT smartnumbers brings a rich portfolio of services to meet the needs of large organisations who seek improved business continuity and organisational agility. The services have been widely adopted by many of the UK's largest public and private sector organisations; including most major financial businesses, defence, other government departments, and the retail sector.



Are you prepared for the unexpected?

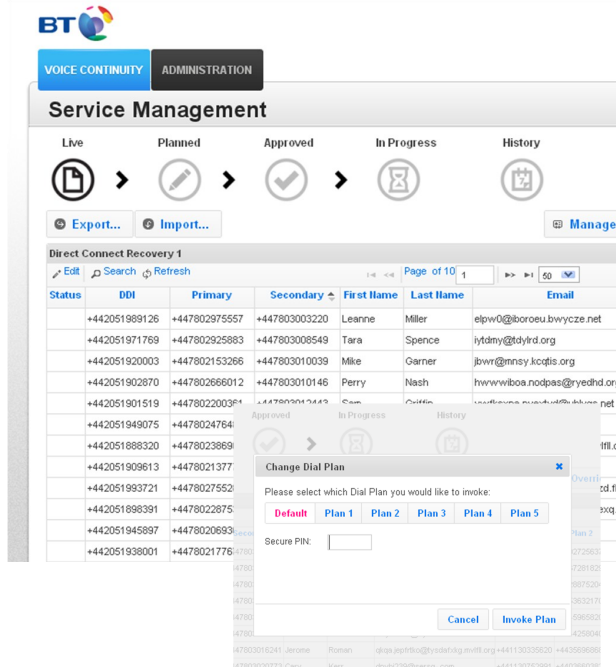
How does it work?

- The service delivers network resilience controlled through dial plans, and managed through an easy to use web portal. The authorised contact can create or amend the dial plans and can instantly switch between these dial plans from the portal or any touch-tone telephone.
- The service is suitable for all ISDN30e, Featurenet & BT One Voice SIP trunk UK customers. It is normally passive, playing no part in normal call delivery until activation.
- Should offices become inoperable or inaccessible, or the communication link to the DLE be lost pre-defined call routing plans can be used to route calls off-net to a disaster recovery site, to staff working from home, or at any other alternative telephone number.
- Uniquely, the service enables authorised staff to log into their personal service and “pull” calls to wherever they happen to be, over-riding the active plan should this be necessary.



Benefits and features at a glance

- Individually route DDI's to wherever the business requires, either to another number or to a service.
- Protect incoming fax lines by routing fax lines to a built-in fax to email service.
- Prepare alternate routing plans to accommodate any type of business continuity event, for immediate invocation and off-net delivery.
- Administer service through a powerful and secure web portal featuring secure HTTPS, double passwords, definable user access levels and full audit trail.
- Personal override lets staff override the central dial plans and pull calls to their current location.
- Supports unlimited DDI numbers on ISDN30e, BT One Voice SIP trunk UK, Featurenet 1000 or Featurenet 5000



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2011
Registered office: 81 Newgate Street, London EC1A 7AU
Registered in England No. 1800000

Produced by Resilient Networks plc on behalf of BT Global Services. Version 2.1



To learn more about voice continuity or **smartnumbers** call us on **020 3162 3030** or visit **www.btsmartnumbers.com**

smartnumbersTM
is a trademark of Resilient Networks plc