

BT Assure Voice Continuity smartnumbers Proactive Recovery

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

Planning for disruptions like fire, flood or routine 'outages' not only makes sound business sense, it can be a regulatory or supply chain imperative. Disruption from planned events such as relocating staff also demands greater flexibility in how, and from where, staff operate. With smartnumbers Proactive Recovery businesses achieve both.

Business Continuity

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. The **smartnumbers** Proactive Recovery service ensures communications can be maintained between employees, partners, suppliers and other stakeholders. With the Civil Contingencies Act 2004 and the Code of Practice for Business Continuity Management BS25999 reducing risk of disruption is now a matter of compliance.

Retaining existing numbers through office relocation

Customer loyalty is hard to win and easy to lose. Businesses invest considerable sums of money ensuring that their telephone numbers are widely publicised to their customers. However, a major problem of any relocation is how to retain existing telephone and fax numbers. With **smartnumbers** you can take your existing numbers with you. Ensuring that, while your business is undergoing great change, any re-organisation or relocation does not need to be made visible to your customers.

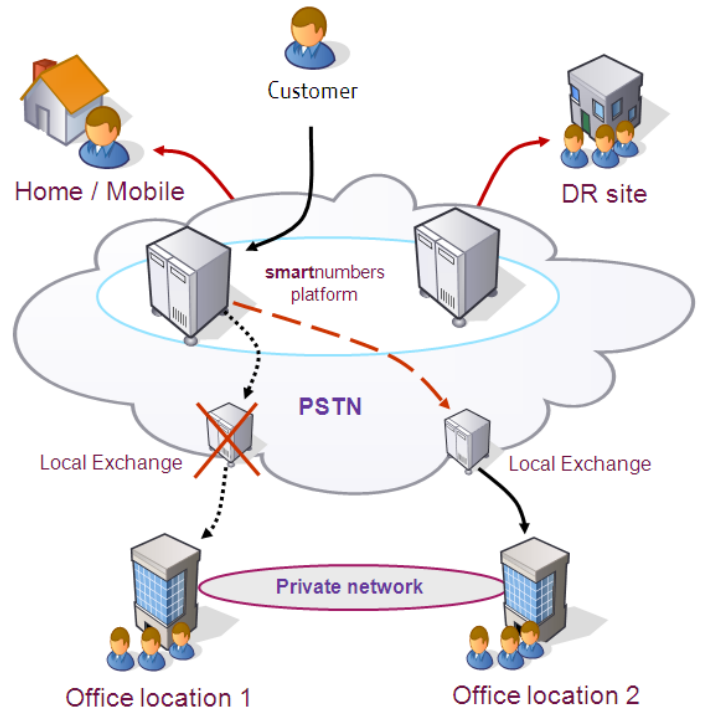
smartnumbers bring a rich portfolio of services to meet the needs of large organisations who seek improved business continuity, organisational agility and reduced costs. The services have been widely adopted by many of the UK's largest public and private sector organisations; including most major financial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



Are you prepared for the unexpected or planning to relocate?

How does it work?

- You can either be provided with new numbers or your existing business numbers are elevated from the local serving telephone exchange into BT's core network enabling number portability and removing geographic and capacity limitations.
- The service monitors each and every call. During normal business, calls are delivered through a primary Digital Local Exchange (DLE).
- Calls can be automatically re-directed into the corporate voice network using an alternative route through a secondary DLE.
- Should offices become inoperable or inaccessible, 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 location.
- Uniquely, the service enables authorised staff to log into their personal service and "pull" calls to wherever they happen to be, overriding the active plan should this be necessary.



Benefits and features at a glance

- No dependency on the local telephony infrastructure when new numbers are provided or existing numbers are block transferred.
- Automatic failover –incoming calls will be re-routed if necessary back onto organisation's voice network via alternative route.
- 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

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	+442051888320	+447802386909	+447803016241			
	+442051909613	+447802137770	+447803020773			
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	+442051938001	+447802177670	+447803030718			

Offices worldwide

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

