

# BT Voice Continuity Directed Recovery Option 1 business continuity for voice

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Communications are key for protecting  
your revenue and reputation in a crisis

In today's world, business continuity planning for unforeseen disruptions like fire, flood, bomb scares or routine 'outages' not only makes sound business sense, it can be a regulatory or supply chain imperative.

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 external customers, 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 in order to minimise impact to revenue or reputation in the event of an emergency. Specifically, organisations 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, a 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 boardroom, as a matter of compliance.

BT Voice Continuity Directed Recovery is a network delivered continuity service, suitable for small and large organisations providing ultimate flexibility during a crisis. The service protects your revenue and reputation by delivering voice, fax and data calls, DDI by DDI, to alternate numbers or services in the event of any disruption.



# Are you prepared for the unexpected?

## BT Voice Continuity Directed Recovery Option 1

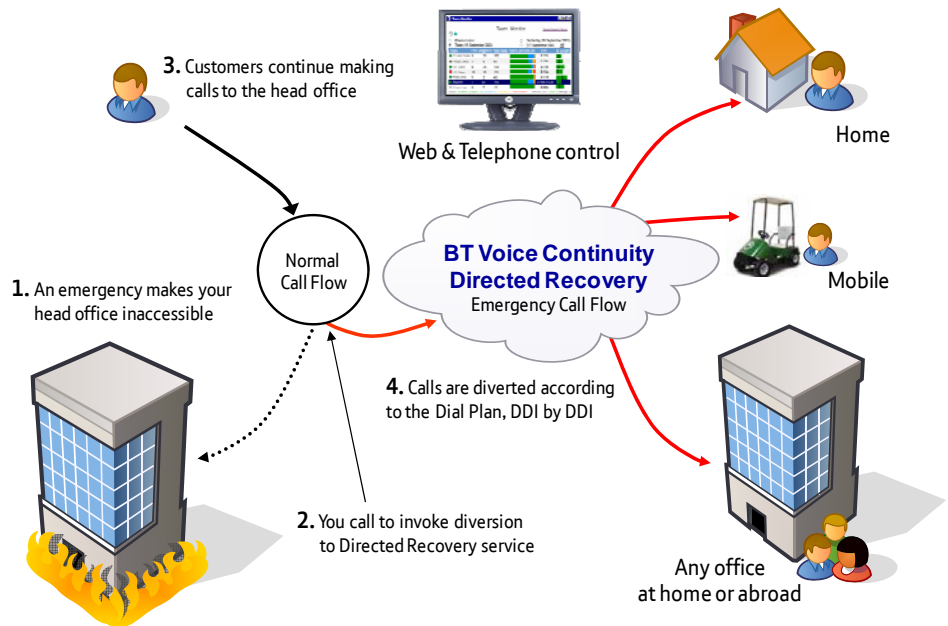
BT Voice Continuity Directed Recovery Option 1 delivers a powerful, but simple to use, telephony divert service that distributes telephone calls, DDI by DDI, to alternate numbers of your choice in the event of a disruption. Diverted calls may be handled by an announcement service or distributed across any type of network to any national or international number.

The service delivers network resilience, controlled through dial plans, and managed by an authorised contact. The authorised contact can create or amend the dial plans via the web and can instantly switch between these dial plans via the web or from any touchtone telephone.

During normal business operation the service is permanently available but on standby, only during an event is the service activated. Service invocation is carried out by an authorised contact calling the service help desk via any telephone handset.

Once invoked calls may be immediately routed to an announcement service for automated handling whilst staff evacuate their current location.

At any time, from any handset, the authorised contact can change the service to distribute calls in accordance with any one of 5 plans to emergency numbers.



## Benefits and features at a glance

- Available 24x365
- Managed by a dedicated help desk
- Invoked from anywhere by calling the help desk with the correct password
- Supports unlimited DDI numbers on ISDN30e and on Featurenet 1000 and 5000
- Move staff to any location in an instant
- No CAPEX, no software to install
- No need for dedicated equipment in the Local Exchange
- No need for additional lines or private circuits
- Define up to 5 Dial Plans mapping the incoming DDI numbers to new locations
- Record an announcement that provides an update to customers in the event of an emergency
- Instantly switch dial plans via a touchtone telephone or by contacting the help desk
- Customers call the usual number and get a familiar person or service
- Simple and fast to set up
- Supports multiple Dial Plans
- Works with any PBX or iPBX
- Supports voice, fax and data calls
- Avoids the need for 'mothballed' site or equipment
- Operated in secure BT locations

## 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.

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To learn more about BT Voice Continuity Recovery Services call the Help Desk on **020 3162 3333** or visit [www.btvoicecontinuity.com](http://www.btvoicecontinuity.com)

