

# BT Voice Continuity Directed Recovery

## business continuity for voice

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 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 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, 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.

With BT Voice Continuity Directed Recovery, there are two options:

- **Directed Recovery Option 1** provides protection to businesses and its staff at a "people" level through centrally controlled dial plans.
- **Directed Recovery Option 2** further enhances this service by enabling selected staff to override the active dial plan and "pull" calls to their current location.

BT Voice Continuity is a family of network delivered continuity services, 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.



# BT Voice Continuity Directed Recovery preserves the integrity of all the numbers.

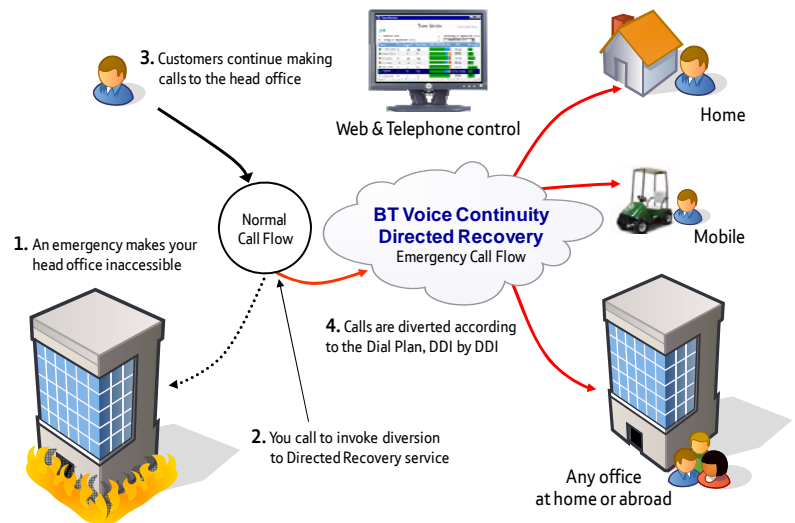
## BT Voice Continuity Directed Recovery Option 1

BT Voice Continuity Directed Recovery 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 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.



## BT Voice Continuity Directed Recovery Option 2 adds Personal Call Routing with Voice and Fax Mail

One of the important aspects of voice continuity planning is that it is often difficult to plan for the unforeseeable. With Directed Recovery Option 2, the service is further enhanced by enabling selected staff to override the active dial plan and “pull” calls to their home, mobile or any other location, or may elect to have all calls answered by their personal voicemail. Any voice and fax messages are delivered by email.

	Directed Recovery Option 1	Directed Recovery Option 2	Description
Personal Override		✓	Individuals can override the dial plan and “pull” calls to their current location
Personal Voicemail		✓	Captures missed calls and delivers these to individuals or teams via email
Fax to Email		✓	Captures faxes and delivers these to individuals or teams via email
5 Dial Plans	✓	✓	Define up to 5 Dial Plans mapping incoming DDI numbers to new locations
Plan Selection	✓	✓	Instantly switch dial plans via a touchtone telephone
Announcement	✓	✓	Announcement that updated customers in the event of an emergency

## Benefits and features at a glance

- Invoked from anywhere by calling the help desk
- Instantly switch dial plans from any touchtone telephone
- Supports unlimited DDI numbers on ISDN30e and on Featurenet 1000 / 5000
- No CAPEX, no software to install. Works with any PBX
- No need for dedicated equipment in the Local Exchange
- Announcement service for updating customers
- 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.

© British Telecommunications plc 2007  
Registered office: 81 Newgate Street, London EC1A 7AJ  
Registered in England No. 1800000

Produced by BT Global Services. Version 1.0 PHME 54709

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)

