



“ My business can't afford losing contact with our customers! ”

Do you know what it would cost if your phone system went down?

Business Continuity & Disaster Recovery Solutions

iTELRescue is a Business Continuity solution that keeps you in business.

iTELRescue is a hosted backup phone system for your business. iTELRescue will keep your business running and help minimize revenue loss. A well laid out Business Continuity plan will carefully assess risk and prioritizes between critical and non-critical functions.

If your customers, suppliers and employees can't reach you, what impact would it be to your business?

When catastrophe strikes, be it a natural disaster or an operational failure, existing customers, sales prospects, suppliers and even internal personnel should be well aware that you're still in business. Disaster Recovery lets you resume business with your customers even if your place of business remains closed. Whether it is a simple hardware crash, fire, flood, act of terrorism, hurricane or earthquake, make sure your business remains in contact with your customers.

iTELRescue offers four hosted solutions designed to keep your business running seamlessly.

Hosted Attendant

Hosted Attendant offers the ability to deliver voice mails, faxes, e-mails and/or can allow you to forward your calls to follow you at a phone number where you are located.

Hosted Contact Center

Hosted Contact Center is a browser based Call Center Application designed to allow employees to access Call Center telephony technology from any internet location.

Hosted Emergency Notification

Hosted Emergency Notification gives you the ability to quickly, accurately and automatically notify literally thousands of people within minutes. Send alert and non-alert notifications to telephones, cell, pagers, email, fax, SMS, wireless devices and more.

Hosted Disaster Recovery

Hosted Disaster Recovery mirrors your primary phone system and takes over if your on-site PBX fails or if your place of business is inaccessible.

“A large percentage of U.S. companies are in fact unprepared to face business and IT outages caused by a catastrophe.” - Gartner Dataquest

Hosted Attendant

- Entry point for business continuity
- Custom, on-demand, greetings capability
 - Announcement only capability
- Remote extension routing
- Hunt groups
 - Ring groups based on IVR option
- Backup for your voicemail
- Automatic fax reception and routing on same number as attendant

Hosted IP PBX Contact Center

- Replicate your current call center flow
- Create a seamless and functional environment for your customers to reach you even when your facility is completely dark
- Your agents can log in from anywhere with any phone to take inbound calls
- Continue to send and receive important faxes, emails, and voicemails
- Full call control
 - Hold, transfer, listen to, screen, record and send calls to voicemail
- Review and respond to your faxes and email messages

Hosted Emergency Notification

- Fast and accurate notifications to thousands of people within minutes
- Activate notifications remotely from any phone or web browser
- Rapid two-way emergency communication via phone, cell, email, fax, pager, text devices and more
- Real-time auditing & reporting
- Call reports detail exactly who got your message and on which devices
- What are the benefits?
 - Notify and mobilize employees in emergency situations
 - Proactively call out to your customers and vendors use for emergencies, network outages,
 - Product changes, updates...

Hosted Disaster Recovery

- Consult with Avtex for a custom contact center DR solution
- We can design the hooks necessary to keep your Contact Center alive
- Trust us with your offsite infrastructure support just as you have with your onsite Contact Center systems
- DR is for your agents AND business users

Data Center Specifics Include:

Carrier Grade:

Our data center is located in one of the most hardened facilities in the country. We provide connectivity to multiple tier 1 carriers with built in failover redundancy.

Redundancy:

Your solution is built on a platform designed to withstand telecom and hardware failures. Inevitable outages such as these should not affect your ability to run your business.

Secured:

Security is a very high priority. Your data is never shared or co-mingled with that of another company. Your conversations are secure, and your communications are encrypted.

There are many ways that the Hosted PBX can supplement an existing phone system.
Give us a call. We would be happy to discuss your particular needs.



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• www.AlaDataCo.com