



# PBX Parachute Hot-Standby Phone Service

## Business Continuity for your Phone System

PBX Parachute is a remote backup phone service for your business that can instantly take over if your on-site PBX fails or if your place of business is inaccessible.



## Peace of Mind When Disaster Strikes

What would it cost in terms of lost business, goodwill, management trouble and employee frustration if your customers, clients, suppliers, and employees couldn't reach you by phone? A typical business with 500 employees would lose over \$90,000 per day, according to Basex, a top IT industry research firm. Many companies provide disaster recovery and business continuity solutions for their computers and data, but some neglect telecommunications. The protected data may be of limited use if you can't communicate with clients.

Virtual PBX provides a solution for this problem with its award-winning PBX Parachute Service. PBX Parachute is a hot-standby phone service that can automatically and instantly take over if your premise-based phone system goes down. Calls can then be routed to pre-determined alternate locations, such as branch offices, cellular phones or home phones. Callers still reach the people they need and business can continue as usual.

## Down or Inaccessible, Remote Works Best

Phone systems can be made inaccessible in a wide variety of ways. Power failures, component breakdowns, or simple cable breaks can cause the phone system itself to fail. These could be the result of natural disasters or human error. Sometimes, having a secondary system on site can help you recover from this type of problem, though the cost can be very high. PBX Parachute is an inexpensive standby service that is shared by many other users, so the cost to you is far less than a duplicate PBX switch.

And what if a storm, earthquake, or even a police action simply makes your place of business inaccessible? During major storms whole cities may be shut down and while your standby PBX might be working, you can't get into the building to activate it, and employees can't get to their desks to take calls. PBX Parachute is located remotely, away from your office. Something that affects your building or city will not impact our equipment in its location.

## Customer Stories

"Phones are our most important business tool, and we recently had a small disaster that taught us how critical our phone system really is. We evaluated other systems, but none were as easy to setup or as sophisticated as PBX Parachute. Now, if we ever have a disaster, we can get all our calls routed to our backup PBX system within minutes. If your company relies on its phone system as much as we do, PBX Parachute is the best insurance you can possibly have."

**Dave Banerjee**, *CyberMetrics Corporation*



## Automatic Failover or Managed Use

In the event of a phone system failure, incoming calls can be automatically or manually redirected to PBX Parachute. Each PBX Parachute system has its own local or toll-free number, and multiple numbers if you need them. Toll-free numbers offer Direct Termination Overflow, which can automatically reroute calls to an alternate phone number if the primary number doesn't answer, and many local number services offer the same kind of service.

Alternatively, you can set things up with your phone company such that a single call will redirect traffic to PBX Parachute. Calls are routed to alternate phones just as with the automatic implementation, it just puts you in total control of when to invoke PBX Parachute. You can also use this approach to test the system at any time.



## Customer Stories

“We’re in hurricane territory and are finding that we need Disaster Recovery for all our systems, not just data and network. Given our call volume, redirecting our phone system to local lines just doesn’t work. PBX Parachute can handle traffic and is easier to implement and manage.”

**Norman Landry, Network Administrator, Berchtold**

## No Hardware to Buy or Maintain

PBX Parachute Service is hosted at a hardened, secure co-location facility and we purchase and maintain all the equipment. You don't have to purchase, install, upgrade, or support any equipment at your site. This keeps the cost low and our n+1 redundancy on all parts of the service means never wondering whether our system will be available.

## Customizable to Mirror Your Existing System

- Can act and feel like your current phone system – there is nothing new for employees to learn.
- Callers can be unaware of failover and conduct business as usual.
- Full-featured ACD queuing with skills-based routing and real-time monitoring.
- Direct Inward Dialing (DID) for VIP phone numbers.
- Instant message-waiting notification to email, pagers, or cell phones.

## Great Features

- Scalable to meet the needs of any size business and grow with you.
- Support for multiple inbound numbers, each with custom auto-attendant greetings or routing to live operators.
- Follow-me routing for each extension to multiple alternate phones.
- Calls can be transferred to any location around the world.

## Easy Online Management

- Manage and configure system from any computer with Internet access.
- Add extensions, change routing, and access messages from any web browser.
- Real-time monitors so you can watch activity as it happens.
- Near-real-time reports allow you to see what's happened since a failover event.
- iPhone and Android apps available for extension management.

## Unmatched Reliability

- Utilizes Class A carrier-grade PSTN technology – if your data lines fail, your phones may still be active and available.
- Every PBX Parachute component includes N+1 redundancy with automatic failover.
- Equipment uptime proven at over 99.999%.



## Protect Your Phone Service from Disaster - Get PBX Parachute

Get more information online at [www.virtualpbx.com/products/parachute](http://www.virtualpbx.com/products/parachute)

Or call our sales team for a personal tour at 888-825-0800



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