

Call Continuity

The benchmark in telephony resilience

Adam Phones Call Continuity is a fully managed service that leverages multiple Tier 1 carriers to deliver unparalleled telecoms resilience for companies intolerant of downtime.

Call Continuity employs a unique one-to-one mapping scheme that enables existing DDIs to be seamlessly routed to alternate telephone numbers during periods of outage. These may result from unforeseen events such as PBX failure, telephone exchange fault, or power loss.

Pre-programmed call plans enable inbound calls to be routed according to the nature and severity of the fault. Typical options include a secondary circuit, alternative offices, disaster recovery sites, or even mobile or home numbers.

Our approach avoids the client-visible disruption that results from crudely forwarding all inbound calls collectively, including DDIs, to a single user or destination.

Call Continuity removes sole reliance on the local exchange by hosting all DDIs in the cloud. This makes it the ideal business continuity partner to solutions that include SIP, Hosted Telephony and ISDN.

Additionally, the hosted nature of the service means that important number ranges can always be retained when moving premises, even when your existing supplier or carrier has informed you it is not possible. So there's no need to communicate unwelcome number changes to your customers.

Key Benefits

Increases telephony uptime and mitigates business risk

Maintain 'business as usual' during an outage

Route calls to any location you specify

Restore inbound communications within minutes

Remove sole reliance on the local exchange

Retain customer known numbers when moving premises

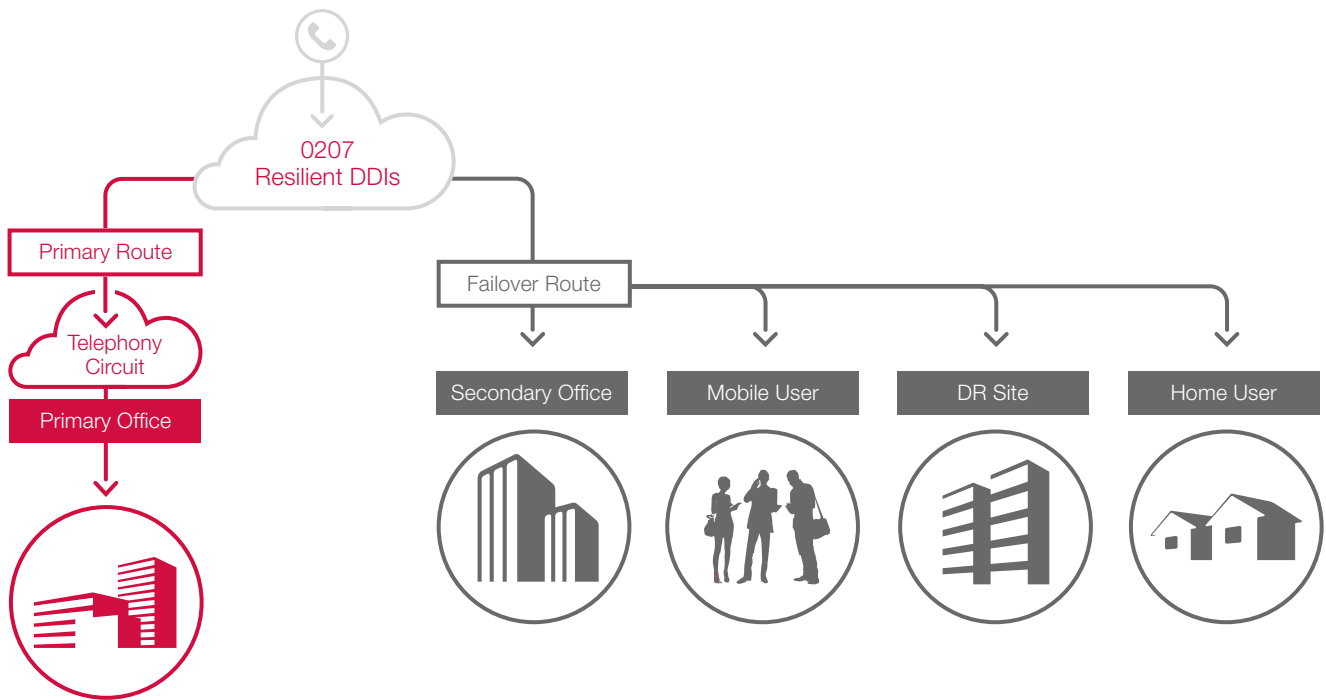
Key Features

Full inbound call diversity from SIP, Hosted Telephony or ISDN infrastructure

Seamless one-to-one mapping of DDIs with one-click activation of alternative call plan

Existing DDIs become geographically agnostic

Fully managed service



To learn more about how Hosted Telephony can benefit your business please call our consultants on Freephone 0800 123000.