



DISASTER PROOFING YOUR TELECOM SYSTEMS

Every company should have a Telcom Disaster Plan. The plan should include the following:

Delegate a main point of contact for the company.

Make sure database is updated and routinely perform back up (Back up should be in an offsite location).

Take photos of your equipment and keep an inventory of all important assets for insurance and tax purposes. Photos and inventory should be kept in a safe waterproof location, outside of the office, such as a safe deposit box.

Record voicemail box numbers and remote password information and keep in deposit box.

Estimate the expense involved in replacing or repairing business equipment. This will help with recovery & damage assessment.

THE 3 TYPES OF DISASTERS

HARDWARE FAILURE - Includes the Office Environment, Dust, and Improper Power Fluctuation.

ACT OF GOD - Lightning Storms, Floods, Hurricanes, Tornadoes...

INTRUDERS - Burglary/Vandalism, Disgruntled Employee



If your Company Disaster Plan is already in effect, you will have more time to devote to protecting your office equipment so they will be back up and running as soon as possible!



Questions to ask yourself about your Telecom Disaster Plan:

1. If a Disaster occurred, how long could your company function without the existing telecom system?
2. How would the critical equipment, forms and supplies be replaced in a disaster situation?
3. What would the temporary operating procedures be in the event of disaster?
4. Is the client/vendor/employee database up to date and backed up?
5. Do you have a relationship a telecom company to help ensure your telecom systems are safe and protected during all times not just times of catastrophes?

SIMPLE COST EFFECTIVE WAYS TO PROTECT YOUR TELECOM SYSTEM

Have an analog phone wired into your main number and ready to go.

Subscribe to a call forward feed from your current phone provider.

Enable an out of area Answering Service to handle call flow.

Call forward to cell phone or off prime telephone number.

Remote handset hosted solutions, high speed internet is required to function.

Off site voicemail system with text and email notifications & call find me features.



PROTECTING YOUR TELECOM FROM SUMMER/HURRICANE WEATHER

Current backup - 30 days. Back up should be at an off site location.

Equipment should be properly grounded.

Surge Protection equipment should be in place.

Battery backup to cover at least 3 hours of power outage.

Call Forward to remote selected.

Disconnect equipment from power.



TIPS TO RESOLVE TELECOM EQUIPMENT FAILURE

Don't panic. If you routinely enabled your backup, your files will be ok.

Use a generator for supplying backup power to vital computer and telephone hardware and other mission-critical equipment

Prearrange the replacement of damaged hardware with vendors to ensure quick business recovery.

Avoid letting too many employees handle the equipment/backup. Designate only one or two people to have access.

Have a reputable, local business assist you with your planning and your telecom disaster recovery process.

For additional information on how to protect your telecom system, please contact:

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