



Simetric Business Continuity delivers disruption-free, automated telecoms failover, available in any location, with no loss of service or features.

- Business Continuity is built-in to all Simetric PBX services, allowing configuration of both mobile and fixed line options to automate failover and number re-routing.
- Business Continuity on Mobile-X extends customer telecoms to the mobile network, using the award-winning Mobile-X with its unique ability to converge landline and mobile numbers, while maintaining full PBX functionality and integration.
- The Mobile-X service works anywhere, with near 100% UK mobile coverage by using the specialised roaming capability across multiple UK mobile networks.

Business Continuity made easy

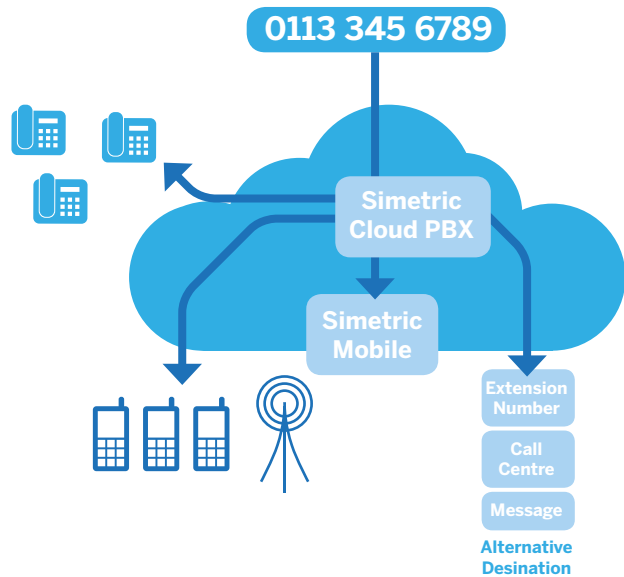
Powerful features. Automatic, instant number re-routing. Or, shift to mobile with no loss of features or dial plans.

“Always ready”. Flexible diversion and alternate answering options to keep communications flowing, with no need for management intervention to trigger backup services.


Communicate. Update customers and employees with announcements and IVR messages to keep them informed about site closures and restricted access scenarios.


“Anywhere cover” uses roaming on multiple UK mobile networks, to deliver service everywhere, in a battle box solution or as a backup office solution.



Regulatory compliance assured by call recording and logging during incident control or crisis management.



Mobile PBX features

-  **Connect Xpress**
Business cloud PBX
-  **Connect Enterprise**
Advanced hosted PBX

-  **Mobile-X**
Mobile PBX and FMC
-  **Conference Xpress**
Business conferencing

-  **Call Centre**
Inbound call management
-  **SIP Xpress**
SIP Trunks and PBX overlay



Powerful automated feature set

- Divert when desk phone is unreachable
- Divert if desk phone is unanswered
- Divert to a time out
- Divert to a schedule

Flexible divert call flows

- Divert to Mobile-X – retains all PBX features
- Divert to main number, hunt group or other user
- Divert to external landline number (call forward)
- Divert to external mobile (call forward)
- Divert to external call centre / answer service (call forward)
- Divert to alternative SIP destination

Responsive announcements

- Keep customers or employees informed of incidents
- Pre-alert announcements play a message before number rings
- IVR announcements to support a menu for special messages
- Directed voicemail box and message for special circumstances

A network designed for business continuity

- ✓ Multiple geographically separated data centres using different providers.
- ✓ Diverse inbound and outbound carrier and PSTN links guarantee we can always route all our services.
- ✓ Resilient power, connectivity and 24x7 monitoring give us exceptional uptime.

Incident response Battle boxes

- Pop-up your telecoms anywhere with Mobile-X SIMS and handsets
- Use dongles for mobile internet

Remote or home working

Anywhere anytime failover ensures services simply follow users automatically

Workplace recovery

- Complete voice and data solutions
- Instant setup - no installation High capacity mobile internet
- Fully portable, battery packs

Backup interim sites

- GSM desk phones
- 3G/4G routers

Security

All Simetric Telecom services are delivered from our resilient voice network that operates in dual secure data centres, with diverse network and carrier interconnect services. We use secure HTTPS for device management (SIP credentials are not revealed), encryption of SIP credentials during call setup and SSL encryption of management and control interfaces. Internally, our network uses concurrency and destination controls designed to reduce fraud exposure, though you remain responsible for all usage. We also have extensive real-time monitoring and alarm visibility across all of our network and services.