

Business Continuity and Disaster Recovery: How We Keep Your Business Up and Running 24/7/365

Transform how you communicate with Business VoIP. Simplify your communications platform and prepare your business for the future.



GREENSBORO, NC, UNITED STATES, April 21, 2018 /EINPresswire.com/ -- While email

and web chat are increasingly becoming preferred communication channels, many of today's customers insist on being able to pick up the phone and get in touch with a business – whether it's to ask questions about a potential product or service, get support for a prior purchase, or for any other reason.

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Our national footprint, geo-redundant cloud-based service makes your business easier and more effective to manage.”

*Nicky Smith, President/CEO,
Digital Phone.io*

But what happens in the event of a power outage caused by a disaster, or even a shorter – but certainly noticeable – brownout resulting from the country's aging and overburdened utility infrastructure? Well, if you have a conventional phone system that uses an on-site IP PBX, then instead of hearing “thank you for your call, how may I help you?”, your customers will hear “sorry, the number you have reached is out of service, please try your call again later.”

Unfortunately, many customers won't “try their call again later.”

Instead, they'll head to a competitor whose phone lines are working normally – and they'll never look back. To avoid that unacceptable scenario, here are the key ways that our [hosted VoIP](#) solution keeps your business up and running 24 hours a day, 365 days a year:

Geographically-Dispersed Cloud Infrastructure

All communication that takes place via our hosted VoIP phone system – including file sharing, video conferencing, instant messaging, and so on – is supported by a geographically-dispersed cloud infrastructure. As such, during a local power outage your business does not have to worry about disappearing from the radar screen. Everyone on your team will be able to continue sending and receiving calls, and accessing all system features – even as other businesses nearby using conventional phone systems cannot even get a dial tone with our mobile app <https://digitalphone.io/mobile-productivity/>

Automatic Failover

Our hosted VoIP phone systems utilizes a broadband internet connection to transfer both audio and video (for web and video conferencing). If your ISP suffers a power outage or your internet connection

goes offline for any reason, an automatic failover response takes over and switches to a secondary connection. Then, when the primary connection comes back online, it automatically switches back. Your IT team doesn't have to make any configuration changes or modify the system in any way.

Carrier-Grade Network Security

Our hosted VoIP phone system is not run on the public internet. Rather, it is managed on a private and highly secure data network, which is protected by end-to-end encryption mechanisms including Transport Layer Security/TLS and Secure RTP for transmitting media. In addition, our expert team installs and configures all security patches and updates to thwart zero-day threats.

In addition, our hosted VoIP phone system features robust password protection for managed routers, as well as for web-based dashboard access. <https://digitalphone.io/services/browser-based-softphone/> In addition, all system access and usage is tracked for compliance, quality assurance, and audit trail purposes.

Granular Security Controls

Your business will be empowered with granular security controls to ensure compliance and prevent unauthorized usage. For example, specific access and permissions can be granted to different users/groups, and restrictions can be imposed (e.g. maximum time per call, geographic calling restrictions, etc.).

24/7 Monitoring

Speaking of our expert team: we continuously monitor and test the system to ensure security and integrity. If there is any actual or potential threat or vulnerability, alarms are automatically triggered, and the issue is thoroughly investigated to resolution. We have also recently strengthened our enhanced and comprehensive telecommunications fraud management program, which covers the following:

- Monitoring all outbound traffic to detect anomalies at the automatic number identification (ANI) level.
- Automatically blocking suspicious calling that may be the result of subscription fraud, IP PBX hacking, abuse of service terms and conditions, internal fraud, employee theft, phishing, pharming, and payment fraud.
- Implementing customized system rules using conditional criteria, which are based on known fraud trends and tactics.
- Flagging calls to/from numbers linked to confirmed fraud cases noted in industry-wide "hot lists."
- Creating and scoring profiles based on key risk indicators, such as volume, dialed destination, etc.
- Analyzing robocalls by researching and analyzing each telephone number, and accessing carrier and consumer reports.
- Automatically notifying you if fraudulent activity is suspected or detected.

The Bottom Line

It goes without saying that your business can't afford to go off the grid for even a few minutes – let alone hours, or in the case of a severe event like a hurricane, tornado, ice storm, flood or fire, for several days. That's where DigitalPhone.io's [Business Continuity](#) infrastructure enters the picture and closes the gap!

To learn more, contact DigitalPhone.io today for a guided demo of our hosted VoIP phone system (336) 560-4400.

Nicky Smith
DigitalPhone.io
3365444000
email us here

This press release can be viewed online at: <http://www.einpresswire.com>

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