ORION Communications, Inc

DISASTER RECOVERY

… Could you last a day without your critical services? How about an hour?

… Did you know there are simple, inexpensive steps that can be taken to minimize your loss of business?

… Having a DR plan in place demonstrates a duty of care to your customers.

… A solid DR plan includes your critical applications providing primary and secondary access methods.

… A DR plan should be fully documented and reviewed periodically to ensure it aligns with your business objectives as change occurs.

… DR plan elements can be utilized on a day-to-day basis to improve productivity.

In today's world, where entire businesses are dependent on the access to technology, thorough DR planning is not just a luxury. The true impact on an organization after a significant telecom outage often cannot be measured. Each organization measures telecom outages differently, but the fact is that productivity drops, customer support suffers and money is lost when telecom services fail. A company reputation will take much longer to reestablish than lost revenue. Today's business continuity plans involve comprehensive solutions built, maintained and driven by proven solutions that fully prepare your business for any disruption.

The Systematic Approach of Orion

- Evaluation of Critical Applications
- Identification of Primary Access
- Determination of Level of Protection
- Alternate Access Design
- Implementation of DR Plan
- Testing and Documentation

Expected Outcomes

- Five 9's or Better Uptime
- A Cost Effective Implementation
- Increased Bandwidth and Capacity
- Improved Overall User Productivity
- Enhanced Information Flow
- A Fully Documented Plan

The start of a disaster recovery plan can be very complex or as simple as adding a few features and services. To get started today, contact Orion Communications. We have the expertise and experience to design, implement and maintain the ideal DR plan for the unique requirements of your organization.

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Case Studies

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Challenges: A Milwaukee based insurance company was enjoying significant growth through increased customer loyalty and geographic expansion to the Western portion of the country. However, this expansion also identified the potential for production limitations should primary voice, data and/or Internet services be unavailable for any reason. A plan needed to be implemented addressing any or all of these potential outages to maintain the ability to support their customer base.

The Results: After careful consideration of all aspects of the disaster recovery objectives, an external hot site was located to provide a redirection point for critical applications. A fiber connection was implemented to interconnect the primary and hot site. The solution was then segmented into two DR plans. The first plan assumed that the primary site was available, but there was a loss of critical telephone services. Incoming calls could then be redirected to the hot site and then transported across the fiber back to the primary site. In the second, more catastrophic circumstance of the entire primary site being unavailable, a temporary call center was situated at the hot site where call center users to be relocated to support customer calls.

Challenges: A nationwide electrical contracting company was challenged by corporate growth both within existing facilities and geographically. Because the central site suffered from more network facilities and the fact that the customer was considering moving the corporate location, the potential liabilities and service outages impacted the entire enterprise. The capital costs to resurrect their own data center was determined to be too expensive so an offsite, third party facility was determined to be the best alternative.

The Results: Subsequent to visiting several potential hosted data center facilities, Orion helped the customer to select a site. MPLS and Internet facilities were designed and implemented to interconnect with the rest of their sites. The customer located several of their critical applications into this new center to support all of their locations. Voice communications including traditional PRI and SIP were also included into this center to support primary incoming toll free numbers as well as voice redundancy to support the respective local voice facilities at each of the locations. Because of the low cost of the bandwidth into the new data center, overall user productivity improved significantly.

Challenges: A two location health clinic located in Milwaukee wanted to centralize resources to their main location. The result meant reduced maintenance costs on the equipment. However, the centralization of the critical applications meant that the interconnection between the locations need to be highly reliable. In addition, they wanted to move incoming calls to the central location so that staff at the remote site could be reallocated from the role of initial contacts and redirected to patient care. Yet, if primary voice services at the central site were unavailable, calls needed to be redirected to the remote site.

The Results: After careful review of the customer requirements, a reliable data connections was implemented to interconnect the two sites. A redundant VPN connection was also implemented for automatic fail over should primary data services become unavailable for any reason. For the voice services, a simple carrier feature was included on the primary voice connection that could be manually redirected back to the remote site should there be an outage. The overall solution met all of the customer requirements and was determined to be very cost effective comparing both the hard costs of their previous telecom network and the added savings of personnel, equipment maintenance and overall staff functionality.