Business Continuity

When a natural disaster strikes, we are all reminded of the need for contingency plans for data as well as voice communications. Nevertheless, interrupted service can be caused by power outages, PBX failures, loss of connectivity, sudden call spikes as well as natural and man-made disasters. When evaluating a business continuity failover/recovery plan for your business, keep in mind that the options are as numerous as they are varied. P At KCCi, (KC Communications, Inc.), we realize that preparing for emergencies can be a daunting task. But if you think about it, it's better to be prepared than bewildered when an emergency arises.

Four Steps for Emergency Planning

The first step is to establish a team to develop or update your emergency management plan. The team should develop a plan or evaluate and update your current plan. They should identify critical services, resources and capabilities to be addressed in the plan and determine what processes and backup systems are in place—or should be in place—in case of an emergency.

The second step is to conduct a vulnerability analysis. Also called a risk assessment, this will help illuminate the emergencies that could hurt your business most, and help you determine what elements of your operations should be strengthened. For instance, is your office located in a flood plain or on an earthquake fault? What would happen to your systems during a power failure? What if your phone lines were suddenly cut by crews doing unrelated utility repairs? You want to determine what's at stake if your business is interrupted and how you can get back to "business as usual" quickly.

The third step is to develop an emergency management plan. Prioritize the activities that will be needed to get your business back on track. Those could include determining a short-term office location, implementing redundant and backup systems to protect your data and equipment, establishing communication protocols so employee and customer communication is seamless, and working with your vendors and partners to learn how they can help you after a disaster. The point of your plan is to return your business to normalcy as quickly as possible, with as few hiccups as possible.

And, the fourth step, which certainly isn't the least, implements the plan. This includes training your employees on where the plan is located, how to use the plan in an emergency and what to do if a situation arises that is not included in the plan. It's important to conduct regular drills or tests of the plan and make changes if necessary. After all, you don't want to be bewildered in an emergency... Cool, calm and collected is a much better place to be.

Business Continuity Options

KCCi has many resources available to help develop your Disaster Recovery & Business Continuity plan. We can significantly improve the continuity of your business with a variety of failover, disaster recovery ideas. Concepts such as remote system access, backup power systems, data backup to bonded T1 & PRI lines, SIP trunks, colocation, call forwarding, sudden call spike overflow, power outages, PBX failures, broadband connectivity loss, and load balancing options that traditional phone lines cannot support, as well as natural and man-made disasters. Contact your "Phone Heroes" at KCCi and ask about the services we offer to help you avoid potential business disruptions.

www.KC4Phones.com - (888) KC-4-NEXT or (888) 524-6398
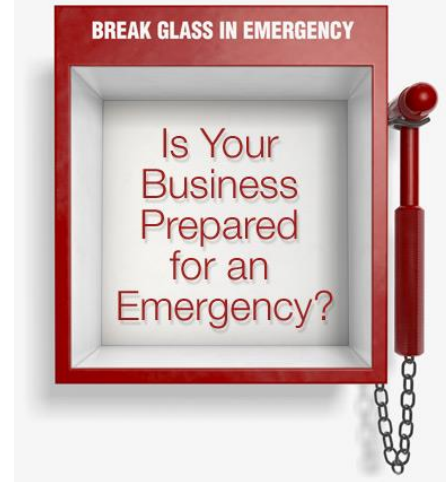
Disaster Recovery

Just about 1 in 4 small businesses will experience a "significant crisis" — earthquake, hurricane, wildfire, tornado, power outage, flash flood, cyber breach, cable cut, etc. — in any given year *(source: Continuity Insights magazine and KPMY Risk Advisory Services survey)*, **and 4 out of 10 small businesses affected by a natural or man-made disaster will never reopen their doors** *(source: Insurance Information Institute)*.

Every business should be prepared in the event of a power outage. Even with advances in technology most phone systems and handsets require power to work. As a best practice, keep your cell phones charged and battery back-up on hand for your routers and phone equipment. And if you can, keep a few old analog phones on hand to plug it into your phone jacks for emergency 911 access just in case. For more Disaster Recovery information, contact KCCi: http://www.kc4phones.com/disaster-recovery-1.html

KCCi has a variety of services that can help you with disaster preparedness and business continuity, including:

- ✓ Battery Backup
- ✓ Data Backup
- ✓ Bonded T1 lines
- ✓ Private IP VPN with Internet access at two or more locations
- ✓ Colocation
- ✓ Remote access to call forwarding
- ✓ Trunk Group overflow
- ✓ Network Redundancy package
- ✓ SIP Trunk Failover & Overflow to alternate number(s)
- ✓ Power Failure C.O. Lines
- ✓ How will your business be impacted when customers can't reach you in 5-hours, 15-hours, 24-hours, 2-days or 1-Week?

- ✓ ***Don't Be Caught Unprepared. Because Business is On the Line!!!***