



CC:LifeLine™ - Continuity in Crisis

Disaster Protection for Contact Centers



Move from Disaster Recovery to Business Continuity Management

In our busy world we often do not create enough time to analyze our business risks and the business impact an event may have on our company, our customers, and our employees. In the aftermath of both natural and unnatural disasters over the last few years, many companies are moving from a disaster recovery mentality to a disaster preparedness and business continuity mindset.

This is especially critical for companies whose business viability is intrinsically linked to their inbound call center, whether an inbound order desk, customer service call center, or technology help desk.

Do you have a plan to communicate with your employees? Do you have means of allowing your employees to work remotely and continue to perform your essential business functions? Can your technology support those remote workers?

Is your Contact Center prepared for:

- » *Natural Disasters*
- » *Brownouts*
- » *Temporary Outages*
- » *Pandemic Outbreaks*
- » *Acts of Terrorism*

Business Continuity Solutions for Contact Centers

Seamless contact center operations

The system is pre-provisioned and ready to go, whenever you need it. We even provide the ability to test the setup and connections on a regular basis to ensure it's always on. You need only direct your 800 number to the hosted service and begin taking calls.

Low sustaining investment

There is no capital expenditure. CC:LifeLine is provided on a subscription basis at a low monthly charge. Full-usage fees are charged only when you actually use the service.

Capacity on Demand

For a minute or a month, CC: LifeLine is available whenever disaster strikes. For that matter, it's ready to go at any time you need extra capacity beyond your brick-and-mortar call center.

Instant Agent Productivity

Any where. Any time. Any phone. Your agents need only an Internet connection and any phone and they can take calls as if they were in your own facility. What could be easier?



Cost-effective, Secure, Immediate

Consistent Customer Care

Our hosted contact center solution allows you peace of mind, knowing that your customers can always reach your customer contact center, even in the midst of chaos. When a disaster occurs, you should be able to Focus on Customers, not Technology.

How can you afford not to?



About Aastra OnDemand™

Aastra OnDemand is the new hosted service of Aastra Technologies, Ltd., a global leader in IP communications products including IP-PBX systems, standards based telephones, unified communications and contact center applications. Aastra OnDemand is dedicated to serving the needs of customers taking advantage of the dramatic shift toward the software as a service delivery model. With over 25 years of experience delivering PBX and contact center systems to some of the largest and most demanding companies in the world Aastra OnDemand is now bringing that expertise to companies of all sizes.

You can now take advantage of the dramatic productivity improvement and cost savings to be found in the hosted service model with the confidence that the service is delivered by an organization that truly understands what quality, reliability and service mean.

