



A New Dimension In Disaster Recovery And Continuity



Safety Net Is An Off-Site Pinnacle System To Protect You From Disaster Or Disabling Outage.

The system provides access to a backup of the key information on your Pinnacle data server as well as access to a switch for call processing, which is ready to handle your agents remotely 24 hours a day. It's a truly innovative form of continuity assurance, and a powerful competitive edge for you.



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POWERED BY STARTEL



When Disaster Strikes:

In cases of disaster or outage, after you or your telephone carrier forward your calls to our secure data center, your agents can log in remotely and start processing calls. When the outage is over we can update your server and you can resume processing calls at your location.

All of our equipment is located in a phone company data center in New Hampshire, a strategically disaster free zone. The data center is supplied by redundant power, battery and generators.

Preparing Your People:

To make sure your operators are ready to work remotely, we provide a softphone and login software, and help you install it on their home computers. If your region is prone to disasters, you may also wish to arrange with other Pinnacle bureaus to provide additional remote agents.



Safety Net Includes:

- Tiered pricing for up to 24 agents
- Management access
- Up to 20 gb of storage for account information
- Tiered pricing for up to 60 voice paths
- Email & SMS message delivery
- Generic Auto Announce
- Capture of all billing and statistics
- Periodic testing

Value to your Clients:

Your clients will appreciate Safety Net as much as you do. Knowing they are protected from untimely mishaps will provide peace of mind that they are in good hands. We'll even supply you with standard disaster recovering marketing materials to support this initiative.

Requirements:

You need a reliable internet connection to transfer the data from your system to our data center. To transfer your DID numbers, your telephone carrier can forward all of your calls to a single DID number that we provide you. You can also issue certain clients this DID number and they can forward it directly when advised to do so.

Fees:

The Safety Net fee structure includes a setup fee, monthly preparedness fee, and a disaster incident fee. These fees are based on the number of Pinnacle stations that you have. When you consider potential lost revenues from a long term outage, Safety Net is not just affordable; it's essential! For current fee structures and other information, please contact us at:

800.782.7835 or sales@proteledata.com



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