How would your business be affected if your communication assets failed? Without a recovery plan in place, even a routine issue could result in loss of revenue. A more severe outage might render your business out of commission completely. According to a study by the Hartford Financial Services Group, 43% of businesses that experience a disaster and have no emergency plan never reopen. Of those that do reopen, only 29% exceed two years. Simply put, you must have a Business Continuity plan.

Your phone system presents a Business Continuity challenge. Many businesses house their phone systems at their premises through a Private Branch Exchange (PBX). A weakness with this approach is that a localized event (power outage, connection cut, weather event, etc.) can render the PBX incapacitated as all calls to or from the business must pass through it.

Hosted PBX from MCG helps you plan Business Continuity more effectively. With Hosted PBX, all call processing and intelligence resides in the MCG network, not on your business site. In the event of a localized outage, Hosted PBX continues to operate and process calls.

In an outage, the failure is instantly recognized by the Hosted PBX platform and calls are re-routed immediately to alternate numbers or to a separate facility. A web portal (seen right) allows individual DIDs to be controlled for contingency plan routing.

Implementing a Business Continuity solution requires proper design and equipment selection to ensure maximum benefit. In addition to Hosted PBX, MCG offers a full range of consulting and design services and products to maximize your protection against the unexpected.

Call us or visit www.mahaska.org/HPBX for more information on protecting your business with Hosted PBX.