

Would your customers know if your office had a power outage?

At Telovations we are in the business of helping companies with their disaster recovery plans and we provide customers with the ability to reroute calls, dynamically set up remote office capability, and manage their phone system from a Web browser. In Florida when we talk about possible “disasters” we usually think in terms of hurricanes, but last Tuesday afternoon the power went out in our building and did not come back on until Wednesday morning.

Since all of our network equipment and servers are located in secure data centers none of our customers were impacted.

About an hour after the incident started our on-site batteries ran down, which shut down our office network and phones. At that point our NOC personnel had already begun shifting to their home offices where they were able to access the network monitoring and trouble ticketing systems to continue business as usual. Our phones were diverted to our mobile phones or home office phones, depending upon how we had configured our individual profiles. Client Services and sales continued to receive calls, and they continued to make them as if they were calling from the office.

To our customers it was business as usual and, other than getting a little extra exercise by walking down the stairs, it was just another business day for our employees too.

How would your business be impacted if your building lost power for the day?