



PRODUCT OVERVIEW

Livenumber

Six Degrees Group is a leading hosting and managed services provider to the UK mid-market. The company specialises in delivering application performance management, monitoring, reporting and security, deployed on hybrid public/private cloud platforms of innovation. Everything Six Degrees does is underpinned by its own data centre, data network and voice switching infrastructure.



What is 6DG Livenumber?

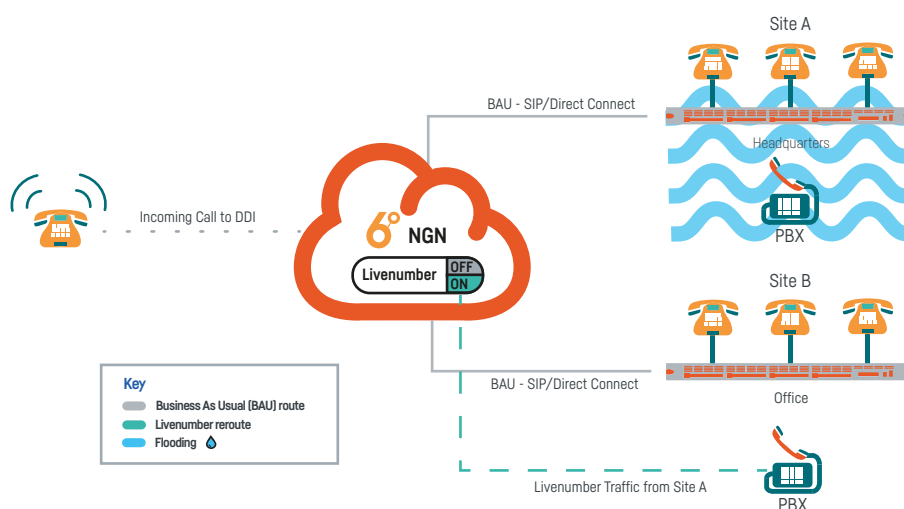
6DG Livenumber is a DR solution for your inbound voice calls: whatever the crisis, your organisation can continue to receive all calls. You can preload, or adjust in real time, up to three DR plans to provide the call rerouting that you need to keep your business up and running.

Why do I need 6DG Livenumber?

Livenumber is designed to protect companies that cannot afford to be without a voice network, even for a few minutes. It provides the peace of mind that, in any event, your calls can seamlessly be rerouted to ensure you never miss one. With Livenumber it's all easy.

How might it be deployed?

Livenumber can be configured on our SIP Trunking, Direct Connect and Unified Communications as a Service (UCaaS) offerings. It allows you to reroute all of your calls to different locations or phone numbers if you have, for instance, a failure of your PBX, a fire, flooding, severe weather or other similar incidents that may affect your premises. Have a look at our diagram below and User Scenario examples on the next page to see how useful 6DG Livenumber could be for you.



What is Disaster Recovery for inbound calls?

Inbound calls are calls that others make to you or your business. Disaster Recovery (DR) reroutes the calls to a different number so that your business continues uninterrupted in the event of a disaster.

How it works

- We'll transfer your Direct Dial In (DDI) numbers from your existing telephony service provider to our telephony network through the "porting" process. Porting enables you to change your provider whilst keeping your existing telephone numbers and avoiding the inconvenience of changing them.
- During "Business as Usual" (BAU) we'll route all of your calls to your PBX or Call Centre over our SIP Trunking and/or Direct Connect ISDN connections.
- You'll set-up or upload your DR plans, using our easy-to-use portal; these plans will then be ready for invocation should you need them.
- Once invoked, Livenumber instantly implements one of your three predefined DR scenarios.
- You're all sorted!

Key Features

The table below shows a breakdown of the key features and benefits of Livenumber:

Features	Benefits
Fully Resilient Platform	Deployed across geographically diverse sites with multiple connections to carriers, 6DG's Next Generation Network (NGN) ensures your voice traffic will always get through.
Easy-to-use Portal	We know that you'll most likely be using Livenumber during a crisis which is why we have an easy-to-understand, well-designed tool to invoke your DR plan successfully and in a hassle-free manner.
Mobile Friendly	Automatically scaling to smartphone and tablet browsers, your Livenumber portal gives you the power to activate your DR plans wherever you are, whenever you need to.
Real-time Activation	When you're in a crisis, every minute counts. In less than a minute, a Livenumber DR plan takes effect. Once invoked you can also change the DR plan, assured by the fact that it will be instantaneously updated.
Broadcast Announcement	Keep your staff informed with SMS text messages indicating when and why a plan has been invoked or disabled. Even better is that this message can include specific instructions on what action the user should take, i.e. work from home due to office flooding.
Disaster Recovery and Business As Usual	Livenumber is designed for DR but it can also be used for BAU rerouting, such as when staff are out of the office.
Call Restrictions	To keep costs down you can apply call restrictions on the Livenumber platform – exactly like you might do on your PBX or enterprise telephony infrastructure – to avoid calls to exotic countries or premium rate numbers.
Holistic Solution	Livenumber allows you to port different DDI number ranges whilst applying a common solution to all of your incoming calls, across all of your offices.

Livenumber User Scenarios

Here are just two examples of how our clients use our Livenumber service:

User Scenario 1

- Customer A is a finance business. They always need to be able to be reached.
- Using the 6DG portal, they will upload their previously defined DR plans.
- In the midst of heavy flooding in their area, they login to our secure portal and simply invoke their DR plan.
- All of their calls are seamlessly rerouted to their DR offices and their employees all receive an SMS telling them about the DR Plan.
- After the storm clears, Customer A simply flips back to their BAU settings.

User Scenario 2

- Customer B is a building firm.
- While on their massive building project site, Customer B wants to be able to reroute their calls to mobiles. That way everyone can be reached.
- They simply apply their rerouting plan set-up within Livenumber and their calls are rerouted until they switch back to their normal, BAU settings.
- If, perchance, a disaster strikes during the BAU time when their calls are rerouted, Customer B would simply apply their DR plan. Livenumber would then override any routing previously configured by their users.



Let us help you

6DG Livenumber is just one solution from our compelling product portfolio structured and designed to solve your business infrastructure needs. With incredible support from our passionate in-house engineers alongside an innovative offering to create the solution that you need, we will be happy to help.

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Accreditations

