

Disaster Recovery and Continuity Solutions

VoiceGard, the one of the leaders in telecommunications continuity and recovery solutions, offers a full suite of services which can ensure your lines of communications are always available to your members. Our Voice Recovery Engineers will assist in developing a viable telecommunication continuity solution that's right for your credit union by working with your designated personnel and your telephone carriers. Utilizing our interactive web-portal, you can document and manage your Telecom Continuity Plan.

The VoiceGard recovery solution is enabled by our IP-based network, providing a secure and sustainable telecommunications platform which can be used during a crisis event. We are available to assist with any telecommunication emergency. The VoiceGard solutions are completely customizable to fit any size recovery need.

Let VoiceGard help you develop the right solution for your credit union.

Telephony Continuity Solutions: TCS (4 hour response)

- Access to VoiceGard's web portal to develop your Telecom Continuity Plan
- Support the redirection of your CU's five most critical phone numbers. VoiceGard's Engineers will work with your carriers to set up the service on your behalf.
- Emergency Toll Free Number with two mailboxes—one for a broadcast message to your members and the other for your staff to communicate their personal status and whereabouts.
- Annual plan testing of your Telecom Continuity Plan.
- Support and assistance to certify and test the plan, provide support during a recovery event, and assist with post recovery activities.

Telephony Recovery Service: TRS (48 hour response)

- Access to VoiceGard's web portal to develop your Telecom Continuity Plan
- Support the redirection of your CU's five most critical phone numbers. VoiceGard's Engineers will work with your carriers to set up the service on your behalf.
- Emergency Toll Free Number with two mailboxes—one for a broadcast message to your members and the other for your staff to communicate their personal status and whereabouts.
- Annual plan testing of your Telecom Continuity Plan.
- Support and assistance to certify and test the plan, provide support during a recovery event, and assist with post recovery activities.

Emergency Response Service: ERS (Active on Demand)

- Access to VoiceGard's web portal to develop your Telecom Continuity Plan
- Provides a secure & sustainable network for voice & data communications via Satellite.
- Emergency Toll Free Number with two mailboxes—one for a broadcast message to your members and the other for your staff to communicate their personal status and whereabouts.
- Annual plan testing of your Telecom Continuity Plan.
- Support and assistance to certify and test the plan, provide support during a recovery event, and assist with post recovery activities.