

STORM[®] DISASTER RECOVERY

Protect your company's reputation by incorporating resilience and continuity into your business critical operations.

WHY CHOOSE STORM DISASTER RECOVERY?

- **Business continuity planning required in highly regulated industries**
- **Avoid contractual damages and litigation from end clients**
- **Revenue protection – new customers can still get through**
- **Maintain customer satisfaction**
- **Protect the company brand image and reputation**
- **No capital expenditure.**

HOW STORM DISASTER RECOVERY WORKS

STORM Disaster Recovery is a hosted service that combines the use of non-geographic numbers with intelligent call routing and pre-recorded voice messages. STORM is not tied to any specific network provider, if your network provider's service fails then STORM will automatically re-route traffic across another network, seamlessly, with no loss of service. If on-site equipment fails and calls cannot complete, then STORM will re-route telephony traffic to alternative phone numbers, such as mobile phones, or route all calls to a temporary automated voice service.

WHAT OUR CUSTOMERS SAY

“**When power is interrupted it is vital to communicate quickly with customers. STORM works well for us, helping to improve customer service when it matters most.**”

ROMOLO FALCUCCI
TELEPHONY & REPORTING MANAGER, EDF ENERGY NETWORKS

KEY FEATURES AND BENEFITS

- **Non-geographic numbers**
- **Open architecture**
- **Intelligent call routing**
- **Hosted resilient platform**
- **Real time provisioning**
- **Pre-recorded voice messages**
- **Inbound and outbound call recording.**

SERVICES TO COMPLEMENT THIS PRODUCT

We have developed a suite of services to complement your new STORM service:

- **Emergency engineer call out to site**
- **Full network diagnostics and problem resolution**
- **Data centre backup and storage**
- **Data recovery**
- **Home working and secure remote access**
- **Professional Services – consultative technical guidance and expertise**

PRICING STRUCTURE:

Service Component	Pricing
Hosting fee	Per month
Usage fee: Various services (inbound and outbound)	Per month

Optional Components	Pricing
Training fee	Priced on a per project basis
Bespoke technical IT system integration work	Priced on a per project basis
Bespoke design work to the customer STORM web portal	Priced on a per project basis

STORM CATALOGUE

The STORM services can be purchased individually or combined together into one integrated package.

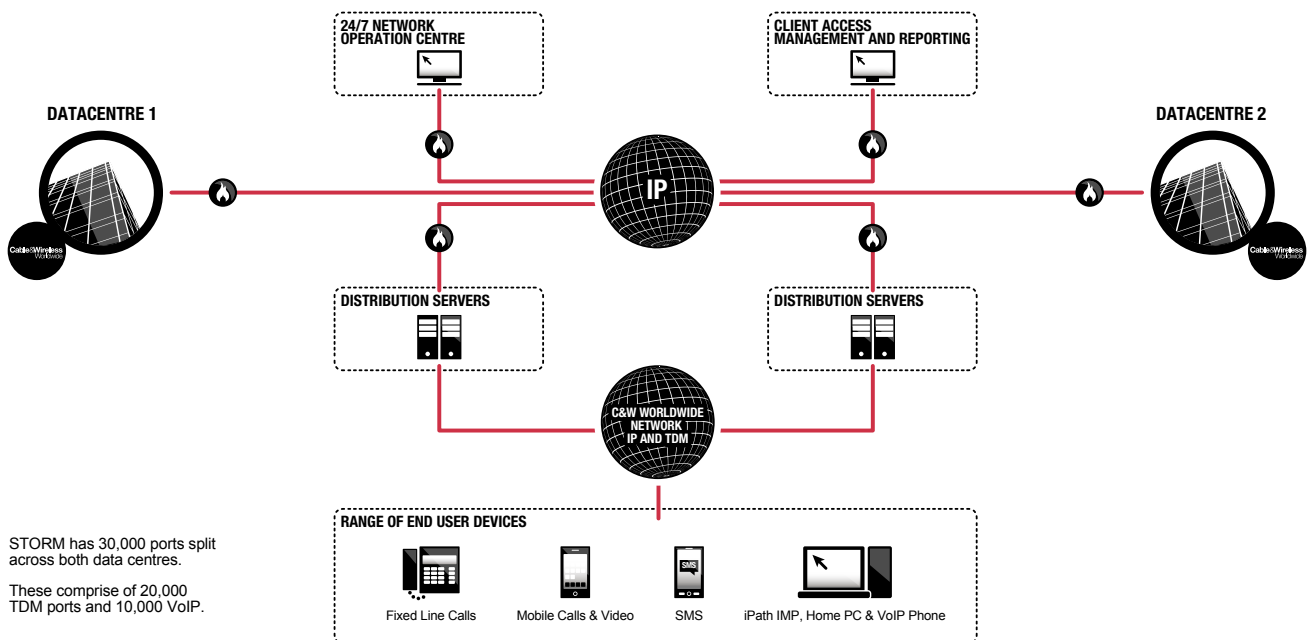
Please contact your Cable&Wireless Worldwide account manager for individual information sheets which describe each of the different STORM services available:

STORM SERVICES

Inbound	Outbound
STORM IVR Call Handling and Routing	STORM Appointment Confirmation
STORM Rapid Customer Recognition	STORM Multi-channel Mass Broadcasting
STORM Secure Payment System	STORM Disaster Recovery

HOW STORM WORKS

STORM has the capacity to transmit simultaneously thousands of phone calls, SMS text messages, emails and pre-recorded voice messages.



For more information on how you can enjoy the versatile, business-building potential of STORM, please contact us:

Call: 0800 092 5825
Email: cwsalesenquiries@cw.com

Cable&Wireless
Worldwide