

ProtecNet®

DISASTER RECOVERY

WEB-ENABLED PBX SUPPORT AND DISASTER RECOVERY

Black Box Network Services' Disaster Recovery Service protects Nortel Meridian PBX users from disastrous hardware failures that can render "traditional" restoration methods useless. Black Box Network Services' Disaster Recovery Service offers you a web-based, interactive PBX management resource that incorporates

- PBX reports and analysis – accessing the data you need, now
- Web-based MAC and service request placement solutions
- Proactive identification of system performance issues via an email advisory service
- Industry-leading PBX disaster recovery utility

Even if you diligently backup your PBX each month – you still may be in for an unpleasant surprise if disaster strikes. Routine back-up procedures simply do not address the real-world issues associated with a disaster recovery. Black Box Network Services' Disaster Recovery Service was, in fact, designed with these real-world issues in mind, and serves as the industry's only true disaster recovery tool for the Nortel Meridian PBX. Here are some of the surprises Black Box Network Services' Nortel customers might encounter when recovering from a disaster:

- **Software Serialization** – Today's Nortel software is serialized to match the processor in the PBX. Consequently, back-up software will not load properly if the processor has been replaced OR if a new replacement switch has been installed.
- **Outdated Hardware** – 80% of today's installed systems contain a mixture of both old and new hardware (PE/IPE), hardware that is specifically addressed by back-up system software. Naturally, a new PBX will contain only new hardware. As a result, if you are able to salvage the old processor (solving the serialization problem), the software still won't load because of the hardware incompatibilities.
- **Inflexibility** – Current Nortel software and system restoration procedures are not capable of performing partial uploads of PBX data. Black Box Network Services' Disaster Recovery, on the other hand, stores the PBX data in a flexible format that allows for the uploading of critical subsets of PBX data (for example, the 50 most important sets in the system), eliminating downtime and speeding the disaster recovery process. Black Box Network Services' Disaster Recovery reports are password protected.
- **Media Incompatibility** – a cartridge tape from an old PBX simply won't work in a new system.

From basic data protection to automated, remote data restoration; this is revolutionary communication management brought to you by Black Box Network Services. Read on to discover how we can help you better manage and protect your PBX system.

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Black Box Network Services' Disaster Recovery Service is a unique collection of comprehensive, PBX management tools that incorporates a fully automated, Web-based disaster recovery and data-archiving feature.

- Secure Internet connections allow:
 - Electronic access to PBX data online via the eBook
 - Users and vendors can share updated system information. This is updated monthly – across various business groups and channels.
- Utility-based:
 - Automated remote archiving and backups of PBX data for use in disaster recovery
 - Electronic end-user MAC requests, generated and transmitted online, 24x7
 - Comprehensive reporting capabilities:
 - Detailed site surveys
 - Listings of station sets in your system
 - Descriptions of current system software, spare TNs and common and peripheral equipment maps

Included in Black Box Network Services' Disaster Recovery Service

✓ **eBook Online**

The electronic version of the Black Box Network Services' SourceBook, available for viewing and downloading via a secure Internet connection. The eBook contains 23 graphically detailed reports that constitute a complete audit and documentation of the PBX.

✓ **Disaster Recovery**

- **Manual Data Recovery** – the PBX data is updated and archived remotely on a secure server. The data, in the form of the online eBook, may be used to determine the configuration of the switch in the event of data loss. Raw PBX data may be accessed via a secure web site 24 hours a day, 7 days a week.
- **Automatic data Upload** – To speed the process of rebuilding PBX data, Black Box Network Services (with your assistance) will upload the archived data directly to the PBX via the system's maintenance port.* XBK Remote Backups performed for all Opt. 11 systems.

✓ **eBook Advisory**

Black Box Network Services notifies you via e-mail each time we perform a Disaster Recovery update. These monthly advisories will notify and alert you to system clean up and capacity issues that can be addressed proactively

✓ **Service Request**

By utilizing certain interactive features of eBook Online, you can generate pre-formatted repair and MAC requests complete with graphics of station sets and detailed programming information.

*While Black Box Network Services can automate the bulk of the programming, we will require that certain components of your PBX be built manually to accept the upload of raw data. While Disaster Recovery is designed to upload data to a similarly equipped PBX, you may request that the data be manipulated so that it can be uploaded to an entirely new switch using software and hardware different from the original. Such requests require significant customization and may affect availability and cost.

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Black Box Network Services can even show you levels of MAC activity over an 18-month period perform a full BARS analysis and identify potential trouble spots within the programming of your PBX.

Bottom-line Benefits

- Eliminate the cost, time and potential for human error typically associated with manual site surveys
- Instant Web-enabled access to valuable PBX data including updated port counts, software, station templates, spare TNs and more
- PBX information is archived in a format suitable for disaster recovery
- No additional equipment needed to support Black Box Network Services' Disaster Recovery Service