

DATASHEET

Protect your business from the unexpected with automation

IntelPeer's business continuity planning / disaster recovery (BCP/DR) solution keeps your communications up and running during an emergency

When the unexpected happens, customers can now protect their business communications from interruption and ensure continuity for essential business operations. IntelPeer's business continuity planning disaster recovery (BCP/DR) solution is a turn-key, trusted digital interaction suite that is built into IntelPeer's Communications Automation Platform. The solution insulates business communications from disaster and ensures call strategy continuity with automation – regardless of business hours.



Power outages, staff fluctuations, and network interruptions are, unfortunately, more commonplace today, but they don't have to be damaging to a business when technology like BCP/DR is available. When disruptions occur, IntelPeer's BCP application implements an automated proactive call strategy to ensure reliable delivery of communications with pre-built flows for alternative routing.

- ✓ No development needed to set up and deploy
- ✓ Tracks and protects customer communication solutions – from failure to interruption
- ✓ Ensures continuation of calls and delivery when the unexpected happens
- ✓ Monitors and attempts to transfer all calls to the customer's primary number
- ✓ Automatically logs call errors if numbers are unavailable
- ✓ Sends immediate error notification to customer's IT department
- ✓ Transfers undelivered calls to a failover number base

[Click here for more information](#)

The solution layers over the top of legacy contact center or unified communications infrastructure, allowing organizations to quickly implement IntelPeer's BCP/DR – without the cost and disruption of ripping and replacing. In addition to BCP/DR, IntelPeer's Communications Automation Platform allows organizations across all industries to integrate customer service-focused, omnichannel automation features like real-time voice, messaging, chat, and more to their existing solutions.

100%

Call handling and notification utilizing a reliable network and platform under any circumstance

99.999%

Uptime powered by our Communications Automation Platform (CAP)

99%

Average customer retention rate with exceptional, award-winning customer service

Don't let disruption keep you down

Backed by IntelPeer's reliable voice network and powerful communication platform, BCP is ideal for any size customer and not exclusive to industries such as utilities, banking, education, healthcare and professional services. BCP is a customer-driven plan for proactive notifications when unexpected power outages, surges in traffic exceed capacity, security breaches, and emergencies like COVID-19 impact company operations. By adding tertiary failover to an existing network, the BCP application provides businesses and teams peace of mind knowing that our powerful network has got their back when electricity goes out, email becomes inaccessible or any unpredictable disruption hits the company.

Leverage the expertise of our Managed Services team to build, deploy, and support your communications

IntelPeer's Managed Services is available for customers looking for additional BCP support. Personalized implementation is offered to help users expand solutions like Business Continuity Planning on their behalf. Consisting of IntelPeer's award-winning customer consulting and implementation teams, Managed Services helps get businesses up and running quickly. With IntelPeer doing the heavy lifting, customers don't need to tap into their internal resources to utilize the BCP platform. Bundled, subscription-based and usage-based pricing is also available so businesses can predict monthly costs and avoid exorbitant fees for using BCP when it's needed most.

About IntelPeer

IntelPeer simplifies communications automation through advanced AI-powered solutions, helping businesses and contact centers reduce costs, enrich the customer experience, and accelerate ROI. Its AI-driven Communications Automation Platform works seamlessly within existing business software and infrastructure, enabling brands to automate complex processes quickly and effortlessly. Built for business users, IntelPeer's vendor-neutral platform leverages world-class generative AI and analytics, empowering businesses to proactively resolve potential pain points and maintain context across channels and throughout the orchestrated customer journey.