



CASE STUDY:  
Disaster Recovery Services

# AIG:

## United Guaranty Corp Division

*“VoiceNation was able to support 24 simultaneous calls and offer multiple greetings—other companies didn’t have that! The wonderful customer service allowed us to do it quickly.”*

—Vivian Mitchell/Network Analyst

### The Business Challenge

United Guaranty, an 800-person division of **financial services giant AIG**, thought it had addressed the communications aspect of its business continuity plan two years ago . . . but when calls to a back-up information line during a routine snow storm quickly overwhelmed its previous provider, United Guaranty contacted VoiceNation. Network analyst Vivian Mitchell needed to provide a **remote toll-free line** that could handle 24 simultaneous calls, offer multiple messages and customizations, and provide **continuous coverage** from the moment a potential problem arose until AIG could restore IT, phone and other operations.

### The VoiceNation Complete Solution

Within a week, VoiceNation had United Guaranty, an AIG-family mortgage insurance company headquartered in Greensboro, North Carolina, fully provisioned with a number based in Phoenix, Arizona that employees could contact toll-free to learn what they should do in the event of a major storm, natural disaster or terrorist threat. Up to 30 callers can access the number simultaneously.

### The Results

- ✓ United Guaranty’s 800 employees have immediate, continuous access to information in an emergency
- ✓ Employees can still dial the published toll-free number they are familiar with—no need to re-train.
- ✓ Up to 30 callers can access information simultaneously, regardless of the condition of the main office or the local telecommunications infrastructure
- ✓ United Guaranty can send out up to 10 messages and update them as business needs dictate.

### About VoiceNation

Affordable and effective for businesses of all sizes, VoiceNation offers voicemail, messaging, virtual PBX, live answering, and communications infrastructure to keep companies connected with their customers and employees. VoiceNation also offers business continuity and disaster recovery telecommunications support so you can rely on your communications even during natural disaster or crisis.