

Dyn McDermott Case Study in Disaster Recovery and Business Continuity

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Looking for reliable, always-on disaster recovery virtual pbx, Dyn McDermott called on VoiceNation to bring their systems up to date. Here's how we worked with this energy giant to develop a solid disaster recovery phone system.

The Business Challenge

Dyn McDermott manages the strategic petroleum reserves for the Department of Energy. Located in Southern Louisiana, Hurricane Katrina definitely left its mark on this organization and illustrated the need for a better platform to keep its employees connected in the face of a natural disaster. "Our previous system consisted of a single line with voicemail to be utilized during an evacuation," said David Giesemann, Network Engineer for Dyn McDermott. "But during an emergency, we may have departments evacuating anywhere from Beaumont, Texas to Baton Rouge. A single line that could only handle one inbound call at a time that was limited to 30 messages simply was not cutting it."

"When we need to evacuate, we might end up with different departments scattered all over the Gulf Coast. VoiceNation gives us the tools to coordinate our communications and stay connected to the world." — David Giesemann, Network Engineer for Dyn McDermott

The VoiceNation Complete Solution

VoiceNation deployed their "Virtual PBX" technology to provide a backup to Dyn McDermott's main auto attendant. Each department now has their own extension with unlimited voicemail capability. Now, if employees have to evacuate they can call into their 800 number and access a mailbox to update their location and contact information. Once the departments are reassembled in a remote location, inbound callers can reach them through the same extension as usual. "With VoiceNation, phone lines can be down, power can be out, but we're still up," said Giesemann. "They were the only solution that met all of our criteria, and did it within a simple fee structure that we felt was affordable."

The Results

– 600 employees stay connected, no matter their location- Through remote hosting, Dyn McDermott's phones stay up, regardless of the local situation.- Multiple lines, unlimited voicemail, and the ability to connect to someone in the field, keep this essential business functioning when they're needed most.

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.