

# OpenText Cloud Fax: Disaster Recovery and Failover

Avoid Downtime with Consistent Fax Processing

Disasters from extreme weather conditions and other “acts of nature” can wreak havoc on business communications. If you’re a global enterprise, the ramifications of having your communication systems go down, even for a short time, can have a significant business impact. Thus, having a disaster recovery plan in place is essential: It should mitigate the potential impact of wide scale service disruptions caused by natural, technological, or human factors.

Most enterprise disaster recovery plans consist of substantial investment in regional data centers and geographically dispersed backup systems. As with primary systems, these backup components require regular updates to ensure peak readiness and compliance. They also must mirror primary systems in terms of scalable performance levels in order to handle traffic volume spikes. Finally, if these expensive requirements aren’t implemented correctly, the disaster recovery and data backup plans are still potentially fallible.

OpenText offers disaster recovery plans that ensure, in the event of a disaster affecting an OpenText data center, that its cloud fax services will remain up and running. OpenText accomplishes this by leveraging multiple geographically dispersed data centers in a secure environment that incorporates industry leading redundancy features.

## Disaster Recovery Provisions

The OpenText global cloud fax network features a pool of geographically dispersed delivery ports, each capable of supporting worldwide fax traffic distribution as needed. Our disaster recovery environment minimizes risks, costs, and duration of system failure by:

- Maintaining redundant facilities
- Performing regular updates and back-ups
- Maintaining excess capacity to handle volume fluctuations

## FEATURES

---

- Fully automated disaster recovery
- Defined, documented, and managed fail-over process for all fax applications
- Dynamic routing based on prevailing quality of service
- Support from a highly experienced operations team

## BENEFITS

---

- Seamless failover
- Continuous fax processing and performance
- Regular system monitoring with appropriate responses to alerts and failure events

## Redundancy and High Availability

The OpenText disaster recovery platform consists of a network of high-availability components, diverse telecom arrangements, and multiple data center locations. The systems and connections making up the network are designed to be redundant, fault tolerant, hot-swappable, UPS-powered with generator back-up, and located in carrier-level tele-housing facilities around the world.

Our disaster recovery infrastructure design principle is referred to as n+1, meaning that for every potential point of failure, there is at least one redundant component. If one component does fail, the redundant component will continue functioning so users maintain the ability to process fax applications.

However, technology cannot support high availability on its own. OpenText disaster recovery capabilities are backed by well-trained operations teams that monitor and respond to alerts and failure events as appropriate.

## Incident Management

The incident management team functions as authoritative representatives responsible for invoking the necessary disaster recovery procedures. This group of experienced individuals determines when an outage occurs, assesses its origin, and “categorizes” the incident based on documented criteria.

## Notification and Activation

OpenText will notify customers if one of the following service disruptions occur:

- Planned/scheduled maintenance by OpenText: Any required maintenance is announced to customers well in advance
- Unplanned outage within the OpenText environment: Customer receives an alert notification and status update on any unscheduled service disruptions
- Non-OpenText event preventing customer access to the primary site: If customers are unable to transmit fax messages and no service issues are identified by OpenText, they can elect to re-direct their fax traffic

Ultimately, these notifications provide customers ample opportunity to understand why a service disruption has occurred, and what their options are for re-directing fax communications to the disaster recovery environment.

## Varied, Geographically Dispersed Points of Presence (POPs)

To support its disaster recovery capabilities, the OpenText cloud fax network maintains fax POPs in the major traffic centers of the world, including the United States, Canada, Europe, Korea, Singapore, Japan, and Australia.

**faxsolutions.opentext.com**

NORTH AMERICA +1 800 304 2727 • EUROPE +31 (0)23 565 2333 • AFRICA, MIDDLE EAST +971 4 390 0281  
JAPAN +81-3-5472-5273 • CHINA +86 21 28909063 • HONG KONG +852 2824 8223 • AUSTRALIA +61 2 9026 3480