

Amazon Connect

Disaster Recovery as a Service (DRaaS) with Amazon Connect

Traditional Call Center Disaster Recovery

Natural disasters and equipment failures come without warning, leading to extended outages and long recovery times for hardware, software and network connectivity—outages which can have a disastrous impact on your business.

Duplicating a premise-based installation and even trying to deploy it in geographically dispersed locations can cost organizations thousands of dollars per month. Furthermore, the cutover to the backup environment may fail or not meet situational needs in case of a disaster. Premise-based disaster recovery solutions will require additional servers, installation, maintenance, and in-house support making it an expensive option

- Standby circuit costs are not incurred
- Voice infrastructure costs move from capital to ondemand only when needed
- No network management costs
- Security is built into system
- Alleviate software costs from vendors like Avaya, Cisco, Genesys for disaster recovery
- Eliminate maintenance feeds from vendors

CloudHesive has built a Contact Center Disaster Recovery as a Service solution to enable legacy contact center environments to recover to a pre-built Amazon Connect environment that is 100% available for use at any time of day at a fraction of the cost of traditional systems.

- We feature a legacy contact center ping testing feature, to provide automatic dial-peer preference to route calls to the Amazon Connect inbound number and calls will route dynamically to agents who are logged into Amazon Connect with little to no interaction.

Solution Benefits

CloudHesive offers Disaster Recovery as a Service (DRaaS) for Amazon Connect, a solution that enables legacy contact center environments to recover to a pre-built Amazon Connect environment that is 100% available for use at any time of day at a fraction of the cost of traditional systems. CloudHesive provides a cost-effective platform ready to go at a moment's notice, supported by a Managed Services team 24x7 to support or customers during declaration of events and switchover of the environment.

- Published Emergency Number - Provisioned number that always points to the disaster recovery solution
- Monthly Testing and Health Checks - Monthly system health checks customized to customer needs
- Disaster Planning Guide -Playbook on actions, responsibilities and system changes during disaster recovery
- Compliance Assistance for reporting of disaster recovery solution

Visit us on AWS Marketplace to launch your standby instance of Amazon Connect to meet your Disaster Recovery needs.