



CASE STUDY:
Disaster Recovery /
Business Continuity

AIG:

United Guaranty

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

—Vivian Mitchell/Network Analyst

The Business Challenge

United Guaranty, the mortgage insurance 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 snowstorm overwhelmed its previous provider, United Guaranty turned to VoiceNation.

“If something happened to our corporate office...the employees would have no way of getting information,” Mitchell relates. In the critical gap before resuming business at an alternate site and the beginning of a crisis, “this number,” says Mitchell, “is the first thing our 800 employees would call.”

As a part of its business continuity planning, Mitchell specified a remote toll-free line that could handle at least 24 simultaneous calls as well as multiple pre-recorded messages and customizations. This would ensure continuous communication support for employees from the moment a crisis arose until IT, phone and other operations could be restored.

The VoiceNation Complete Solution

VoiceNation quickly provided United Guaranty a complete solution that used the same toll free number that employees were familiar with. Employees can instantly learn what they should do in the event of a major storm, natural disaster or terrorist threat. Up to 48 callers can access the number simultaneously. “The customer service at VoiceNation got things done quickly,” says Mitchell. “I feel like I have a real partner.”

The Results

- ✓ United Guaranty’s 800 employees have immediate, continuous access to information in an emergency.
- ✓ Employees continue to use the toll-free number they are familiar with—no retraining or updating procedure.
- ✓ Up to 48 callers can access information simultaneously, regardless of the condition of the main office or the local telecommunications infrastructure.
- ✓ United Guaranty can record up to 10 messages and update them as needed, enabling the company to quickly disseminate critical information.

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.