



FailSafe for Switchvox

Ensure Your Business Never Stops Communicating

Sangoma understands the importance of having a resilient solution that continues to operate irrespective of potential failure cases. Ensuring maximum operational time with the smallest possible impact on the user.

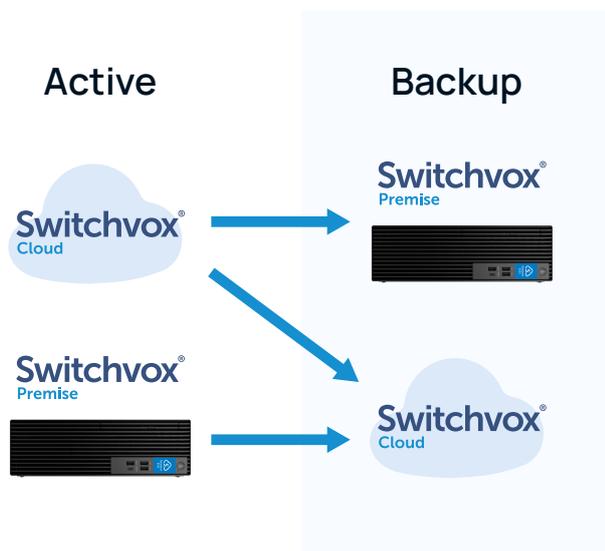
Sangoma's unique cloud architecture combines the flexibility of the cloud with the reliability of an on-premise communications solution.

Built upon this foundation, **FailSafe** leverages the benefits of on-premise edge hardware to provide improved uptime and built-in business continuity in case of internet failure, local network problems or other outages.

Never Be Without a Phone

Trust Sangoma for guaranteed uptime and superior operational reliability.

- › **Intelligent Failover**
Instantly re-route to secondary server
- › **Business Continuity**
Switch automatically to the backup environment
- › **On-Site Survivability**
Protects businesses against internet outages



With FailSafe, all internal calls can continue so your business operations and staff efficiency remain unaffected.

Sangoma FailSafe combines the best of two communications worlds, leveraging Sangoma's innovative Switchvox Cloud to ensure unparalleled scalability, flexibility and reliability.

Sangoma FailSafe Benefits



Unique Cloud Resilience

FailSafe ensures continuous UC service with automatic failover across multiple, geographically dispersed data centres. All calls stay active during cloud outages —ideal for businesses requiring reliable, fully backed-up cloud comm.



On-Premise Backup

FailSafe provides reliable on-premise or cloud backup, automatically switching to dedicated hardware during local internet outages to keep internal communications running, across single or multiple sites.



End-to-End Business Continuity

Switchvox with FailSafe delivers exceptional reliability using built-in monitoring, disaster avoidance and recovery to keep communications running. This supports compliance with health, safety, and insurance requirements.



Multi-location Flexibility

FailSafe connects all phones across sites into a single system, allowing direct extension dialling, seamless call transfers, ring groups, and call queues; strengthening resilience across every location.



Optimised Network

Sangoma's multi-data centre network underpins FailSafe, routing all calls via the most efficient, secure paths. Calls remain high-quality and are automatically re-routed if network issues arise.

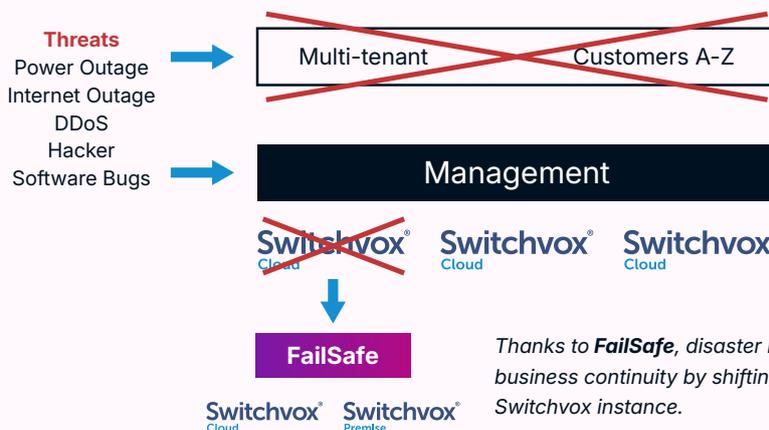


Advanced UC Features

With Switchvox and FailSafe, you get a complete UC system - with built-in advanced features that would be charged as an add-on by other providers.

Why Multi-Instance Is Better

There's a misconception that all multi-tenant systems automatically provide failover, resilience, and survivability. But, disaster recovery is limited to restoring the entire platform, impacting all customers on the shared multi-tenant infrastructure.



Sangoma's unique **multi-instance** cloud architecture provides the option for failover, resilience, and survivability - even if Management goes down, it doesn't disrupt every customer.

Thanks to **FailSafe**, disaster recovery ensures seamless business continuity by shifting operations to another Switchvox instance.