Mutare Voice™ Hosted Redundancy

Overview

This document reviews the Disaster Recovery (DR) redundancy environment for the Mutare Voice server(s) and application within the Mutare hosted environment.

Disaster Recovery (DR)

For Disaster Recovery (DR) at Mutare, there are two data centers: the primary is in Naperville, IL and the backup (DR) data center is in Centennial, CO.

For Disaster Recovery, Mutare follows a Recovery Time Objective (RTO) of 2 to 12 hours and a Recovery Point Objective (RPO) of 1 Hour.

Notification

Mutare maintains a database of customer contact information to be used in the event of an issue or outage at our hosted environment. Mutare can notify customers via email, SMS and/or phone call. Notification updates typically occur at 15-minute intervals.

Data Replication

Full backup of the Mutare Voice database occurs daily with an hourly transactional backup. The backups from the production data center are copied to the backup data center and automatically restored.

All files used for Mutare Voice are replicated in real time between the production data center and the backup data center. This ensures that audio files are always available to both data centers.

SBC? How Should Calls be Routed?

All production calls should be routed from the customer premise to the Mutare SBC in the production data center. During normal operation, 100% of calls are answered by the Mutare Voice server in the production data center. In the event of a production data center failure, calls may need to be rerouted to the Mutare SBC in the backup data center to be answered by the Mutare Voice server.

Primary Data Center Failure

If the event of a failure at the Mutare production data center, the following steps will be taken.

1. Mutare will contact the customer alerting them of the outage.
2. Mutare will continue to send communications every 15 minutes during outage with updates.
3. If outage reaches 1 hour, a decision is made by Mutare whether to failover to the backup data center.
4. Mutare communicates decision to failover to backup data center to customer.
5. Mutare requests customer to reroute all calls to the Mutare SBC in the backup data center.
6. Tests are run to confirm call completion is functional and notifications are being sent.

Customer Initials:

Failback to Primary Data Center

After the primary data center is operational again, a failback to the primary data center is scheduled with the customer.

1. Time is set after hours for failback to occur.
2. At the time of failback, Mutare restores the Mutare Voice database from the backup database cluster to the primary database cluster.
3. Customer reroutes all calls from the backup data center SBC to the production data center SBC.
4. Tests are run to confirm call completion is functional and notifications are being sent.

Customer Initials: