

Achieve High Availability and Disaster Recovery with CallXpress®

With Unmatched Reliability, CallXpress is the Unified Communications Solution You Can Depend on

AVST products are known for delivering the highest levels of reliability. CallXpress 8 continues the tradition by protecting your most mission critical communication applications 24 X 7. Through a robust multi-server architecture, CallXpress is designed to avoid business downtime, keep users constantly connected and provide IT administrators with the confidence that their system remains healthy.

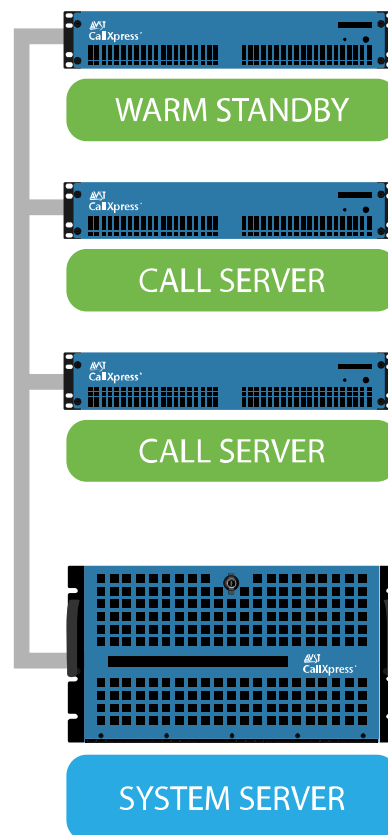
CallXpress offers a variety of deployment options that support many different emergency preparedness and business continuity initiatives:

- Multi-Server
- Multi-Server with Neverfail® High Availability and/or Disaster Recovery
- Redundant Server Components
- Built-in System Reliability

Multi-Server Deployment

A CallXpress multi-server system deployment minimizes single points of failure. Deployment of a single CallXpress system across multiple physical Call Servers offers a built-in fault tolerance, as each Call Server can function independently. CallXpress is implemented using a mixture of two basic component types: a System Server and up to twenty Call Servers. The System Server acts as the brain and contains all of the processes and components that need to be centralized in order for the distributed system to function as a single voicemail system. The Call Servers act as the workhorses and handle the real-time functions on the CallXpress system such as answering calls, recording messages, and performing call processing tasks. In such a system, if any of the Call Servers fail, capacity is reduced without the loss of CallXpress application functionality. For example, if an organization uses the multi-

MULTI-SERVER ARCHITECTURE



FEATURES

Multi-Server Deployment

- Survivability achieved using port distribution across multiple survivable Call Servers
- Built-in fault tolerance: each Call Server can function independently
- No loss of CallXpress application functionality

Multi-Server with Neverfail High Availability

- Fully-synchronized, uninterrupted hot standby
- Predicts issues and corrects them before they have impact through proactive real-time monitoring of hardware, software, and networking environments
- Automatic failover keeps users seamlessly connected without human intervention

Multi-Server with Neverfail Disaster Recovery

- Remote tertiary System Server

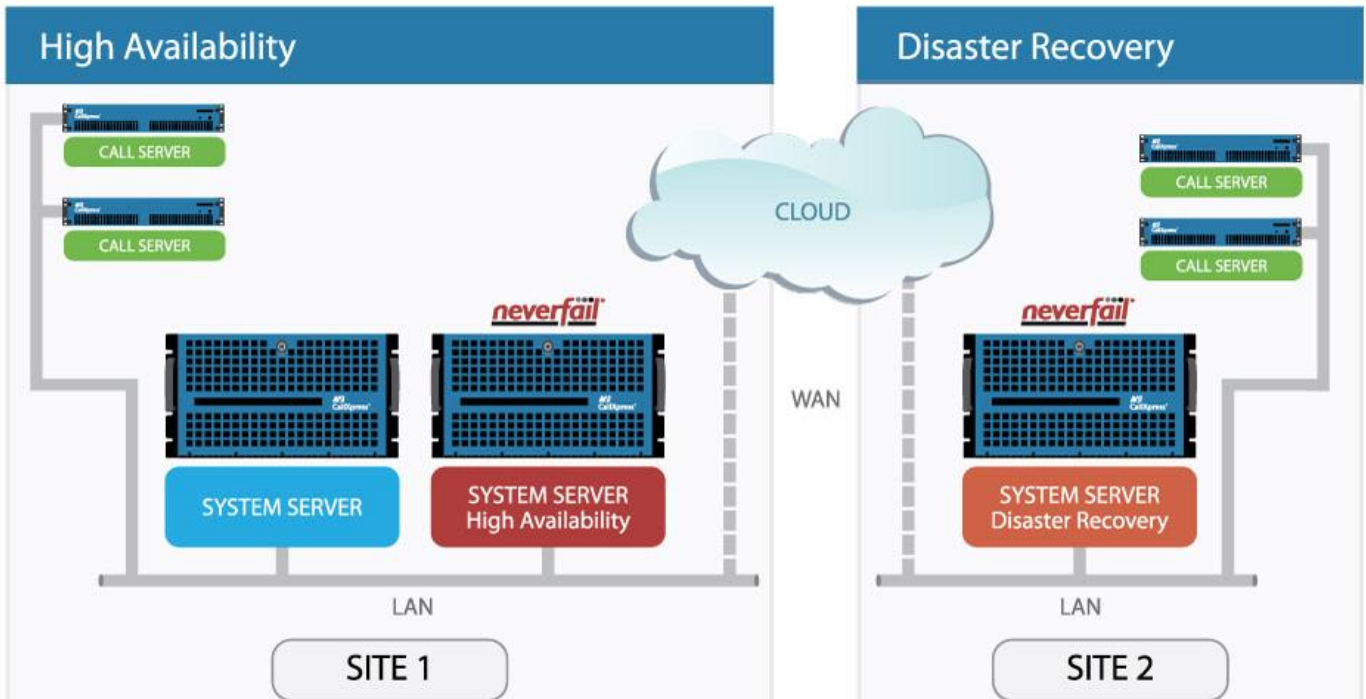
server deployment and they happen to be adding capacity to their CallXpress system, installing an application or OS update, or experiencing a hardware failure, CallXpress will continue to answer the phone, transfer calls, and take messages, providing a seamless experience to your customers.

Multi-Server with Neverfail High Availability Hot-Standby Deployment

When system downtime simply can't be afforded, then a CallXpress multi-server architecture with Neverfail high availability is the right solution. CallXpress with Neverfail high availability offers a secondary, fully synchronized, uninterrupted hot standby System Server to achieve the high availability. The secondary System Server contains an up-to-date copy of the database from the primary System Server. All changes made to CallXpress on the primary System Server are replicated in real time to the secondary System Server, including application configuration changes, user messages, recorded names, greetings, announcements, and more. Neverfail continuously monitors the health of the primary System Server and, in the event that it detects a failure, immediately takes over. Neverfail always has an up-to-date copy of everything that was on the primary System Server, resulting in zero loss of functionality.

Multi-Server with Neverfail Disaster Recovery Deployment

Hurricane, fire, power outage – more and more organizations are implementing precautions so the effects of a disaster will be minimized. CallXpress, together with the Neverfail disaster recovery solution, provides a rapid recovery in the event of a local disaster. Adding a warm standby tertiary System Server at a remote location ensures your organization can quickly resume mission-critical business operations.



Redundant Server Components

CallXpress high-performance servers provide non-stop operations with robust redundancy of components—including redundant hard drives (RAID), hot-swap power supplies and hot-swap cooling fans. These servers stand up to even the most challenging application requirements and the most demanding environments. These purpose built servers have been designed and tested to support your mission critical communication solutions, so they are sure to meet your needs.

Built-in System Reliability

CallXpress maintains a high level of reliability by utilizing a comprehensive set of server and processing monitoring tools to check the current health and status of the system. CallXpress monitoring tools test and monitor all of the critical system processes to alert you of issues before they cause problems. CallXpress keeps system administrators abreast of the status of their CallXpress system through administrative alerts via SNMP or e-mail.

About AVST

Applied Voice & Speech Technologies, Inc. (AVST) is a leading developer of Unified Communications solutions with over 15 million users relying on its products and services to maximize their productivity. With three decades of innovation excellence, AVST is solely focused on delivering communications solutions that increase individual, group and enterprise productivity. Its flagship Unified Communications platform, CallXpress®, offers best in class interoperability, scalability and resiliency while delivering [advanced call processing](#), [voicemail](#), [unified messaging](#), [personal assistant](#), [fax](#), [speech](#) and [notification](#) capabilities. With CallXpress, an organization can uniquely protect and extend its existing IT and telephony infrastructure investments— now and into the future. To learn more visit www.avst.com.

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