

## Never Risk Losing a Voice Message with Mutare's Message Rescue and Message Mirror

***"I learned to embrace risk, as long as it was well thought out and, in a worst-case scenario, I'd still land on my feet."*** – Eli Broad, Founder of Sun America, Philanthropist and Billionaire

It is estimated that over 3 billion phone calls are placed each day in the United States and that over 80% of calls placed go to voicemail. "With 8 out of 10 calls going to voicemail, having a backup is mission critical for all businesses," said Ben Crown, President of Mutare Software. "Most companies have inadequate voicemail backup capabilities and are typically only doing so daily or weekly. This practice results in a vulnerability gap for their most important messages – those messages most recently left. Mutare can solve that problem with two robust applications: Message Rescue and Message Mirror."

Message Rescue is an economical disaster recovery application that provides real-time backup of voicemail messages for Avaya's Communication Manager Messaging (CMM) and Modular Messaging (MM) systems. Rescue is a middleware application that continually monitors the voicemail system. As soon as a new voice message is left, Message Rescue makes a copy of the message and stores it to a backup drive on a Storage Area Network, LAN or in the cloud. When the message is deleted from the mailbox, it is also deleted from the backup. If the production voicemail system becomes unavailable, users can access their messages using a web interface. Once the voicemail system is back online, messages from the backup are restored and normal voicemail operations continue.

For companies that require continuous real-time back up with geo redundancy for their MM systems, Mutare offers Message Mirror. Message Mirror works in a similar fashion to Message Rescue in that it provides continuous real-time back up of voicemail messages, but instead of backing up messages to a Storage Area Network, it backs up messages, greetings, recorded names and passwords to an Avaya Message Store Server (MSS), assuring not only disaster recovery, but true business continuity.

In the event the primary MM system becomes unavailable, the enterprise would re-direct coverage paths from the primary voicemail system to the backup where mailboxes have been continuously backed up in real time, so business operations can resume without skipping a beat.

"Since Message Mirror is mirroring and mapping mailboxes from a production system to a backup system, it can work with or without Avaya's Survivable Modular Messaging application," said Jeremy Parker, Director of Operations for Mutare Software. "This means that an enterprise can build Message Mirror into its overall wide area network architecture and back up multiple production MM systems to a single backup MM system at a DR site. This provides maximum flexibility for the enterprise and even opens the door for hosted providers to offer backup hosting services using the technology."

Message Rescue is an economical alternative to fully redundant voicemail and should be a consideration by any customer with stand alone Communication Manager Messaging or Modular Messaging systems. Message Mirror completes the Avaya Business Continuity/Disaster Recovery capabilities for Modular Messaging systems with real-time backup.