



10 reasons why Credit Unions should use VoiceGard:

- 1) **Compliance:** addresses corporate governance issues and provides supporting documentation which outlines fiduciary responsibility for Board of Directors, Vendors, Clients and Investors.
 - a. Available for Auditors review
 - b. Identifies Senior Executive responsible for Business Continuity Plan
 - c. Online storage Contract, Certification letter & Testing documents
 - d. Identifies all participants and critical Phone numbers.

- 2) **Expertise:** Dedicated Voice Recovery Engineer available to assist in developing, implementing and testing the Telecommunication Continuity Plan. A Voice Recovery Engineer is available to support your needs before, during and after any significant outage.

- 3) **Ease of implementation:** Utilizing our interactive web-portal your Business Continuity Planner (BCP) can easily develop the Telecommunications Recovery Plan in any of the following methods:
 - a. Import relevant information from your Human Resource records.
 - b. Forward web-link to all participants for completion of Participant Profile.
 - c. Manual input.

- 4) **Web-Portal:** The plan is always accessible via secure web browser;
 - a. Changes are made real-time by your employees and or your BCP. Users can modify their profile and update their information.
 - b. 10 Mbps additional storage space for critical recovery documents

- 5) **Support:** A Voicegard Recovery Engineer will assist with your annual test; the test results are documented and stored on-line for future viewing.

- 6) **Scalability:** VoiceGard supports **Enterprise & Call Center** clients. Our service easily scales based on your recovery requirements. VoiceGard's IP enabled

solution can terminate calls to any predetermined end point (Analog, TDM, Cellular or IP).

7) Flexibility: Once your calls are received onto the VoiceGard IP enabled network we provide the flexibility to re-route calls anywhere within minutes.

8) Enhanced Features: Full functionality

- a. ON-Net calling is FREE
- b. No change in dialing patterns for inbound calls
- c. Caller-ID
- d. Voicemail
- e. Conference calling: up to (8) parties per line.
- f. Dedicated Toll Free number

9) Voice Recovery Center: Toll free disaster declaration support: 24X7 365 Once you have invoked your Telecommunication Plan, VoiceGard's Recovery Team will support your Telecommunication needs while you procure new equipment, facilities and Carrier services. Once your facility has been restored your Voice Recovery team is available to assist in restoring your service to normal operations.

10) Emergency Response Service: Emergency Preparedness solutions providing VoIP communication solutions which can be enhanced with VoIP Satellite.

- a. Easily deployable communication solutions providing inbound/outbound call capability
- b. VoIP over Satellite, mobile communications recovery kit

We are committed to ensuring any disruption to your telecommunication system will be addressed in a timely and efficient manner. Our goal is to lessen the financial impact to your organization while reducing the emotional effect on your employees.