Multi-Region Business Continuity

Maintain seamless operations in the face of unexpected events.

Disasters and their effects on business technology come without warning and can have a significant impact on your company's image and bottom line. Without a comprehensive business continuity plan, your platform may not have the flexibility and scalability required to respond to the situation.

NiCE's Business Continuity Framework ensures uninterrupted operations and rapid recovery in the event of service disruptions outside the scope of 99.99% SLA boundaries, like an unexpected disaster or planned maintenance. Leveraging an optional Multi-Region Business Continuity architecture, NiCE provides a pre-configured Business Continuity (BC) Tenant in a geographically separate region, maintained in a warm-standby state for immediate activation to safeguard service availability.

Why consider implementing a business continuity plan?

Various emergencies can affect contact center business operations, such as severe weather, earthquakes, epidemics, hardware, and human error. Staff unavailability, infrastructure downtimes, and excessive wait times may result in immediate and long-term operational and financial business impact.

- **Operational impact:** In emergencies, most basic services are restored to most areas within 72 hours. During that timeframe, that could mean no power or internet connectivity for organizations.
- **Financial impact:** While losses like property damage are covered by insurance, financial damages such as lost sales, decrease in customer satisfaction, and brand image cannot be as easily recovered.

While disasters are infrequent and diverse in nature, NiCE has established comprehensive processes to swiftly restore services in such events. The deployment in multiple AWS regions, coupled with adherence to best practices regarding multiple availability zones, will minimize the impact of disasters.

Minimize the impact of unforeseen events and maintain essential operations when they occur with Multi-Region Business Continuity. Configure types of data you want to sync from your main tenant to the BC tenant.

Minimize downtime, Minimize data loss.

- Reduced downtime: maintain SLAs and avoid revenue loss.
- Customer trust: consistent service delivery builds loyalty.
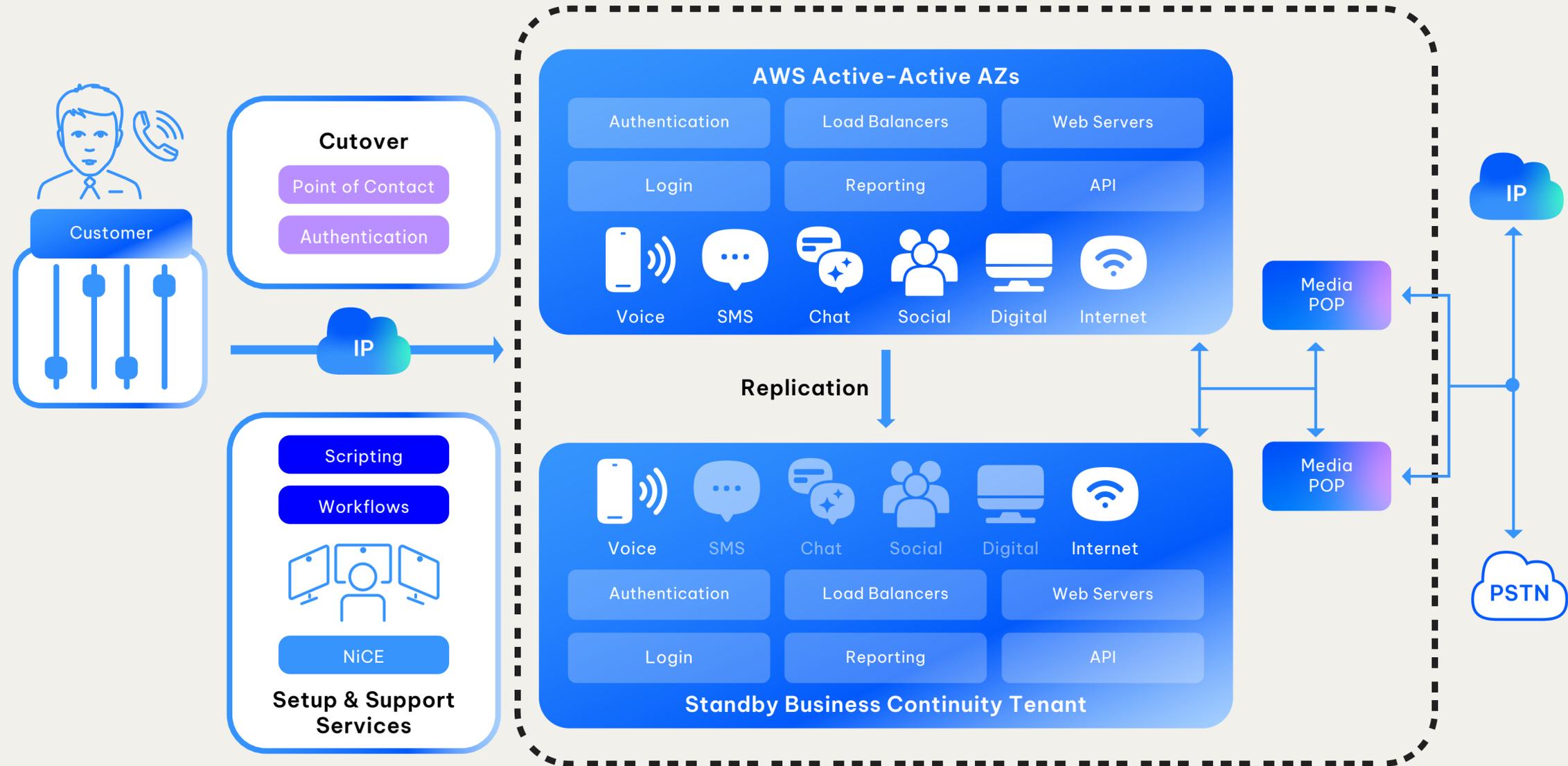- Operational efficiency: automated processes reduce manual intervention.

Features

- **Geographic redundancy:** ensures that even if one connection or data center goes offline, all preconfigured functions will switch over to the BC Tenant when manually activated.
- **System sync:** regular and on-demand syncing of users, roles, teams, and routing configurations ensure that the BC Tenant remains up-to-date and aligned with the Primary Region.
- **Warm-Standby State:** the BC Tenant includes the necessary infrastructure to support rapid cutover when the Primary Tenant becomes unavailable. When a failover is activated, traffic is redirected to the BC Tenant within minutes.

Benefits

- **Minimal downtime & operational impact:** the BC Tenant acts as an immediate backup as it is in a warm-standby state, minimizing the need for manual intervention and reducing the duration of service interruptions. It ensures quick and effective response to disruptions by providing a ready-to-deploy backup environment that aligns with the Primary Region.
- **Seamless operations:** by redirecting voice traffic to the BC Tenant environment, customer-facing teams can continue handling inbound calls and maintain interactions without disruption.

NiCE CXone

CXone Multi-region Service

Customer

Cutover
- Point of Contact
- Authentication

IP

Setup & Support Services
- Scripting
- Workflows
- NiCE

AWS Active-Active AZs

Authentication	Load Balancers	Web Servers
Login	Reporting	API

- Voice
- SMS
- Chat
- Social
- Digital
- Internet

Replication

- Voice
- SMS
- Chat
- Social
- Digital
- Internet

Authentication	Load Balancers	Web Servers
Login	Reporting	API

Standby Business Continuity Tenant

Media POP

Media POP

IP

PSTN