

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.

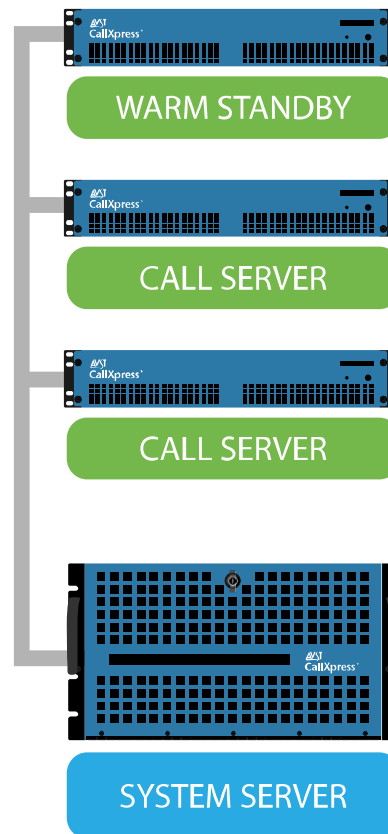
CallXpress offers a variety of deployment options that support many different emergency preparedness and business continuity initiatives:

- Multi-Server
- Multi-Server with Neverfail®
- 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 servers offers a built-in fault tolerance, as each server can function independently. CallXpress is implemented using a mixture of two basic component types; a System Server and up to eight 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. Emergency preparedness can be further increased by deploying the

MULTI-SERVER ARCHITECTURE



FEATURES

Multi-Server Deployment

- High availability 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 Deployment

- Provides the highest level of survivability
- 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

Redundant Server Components

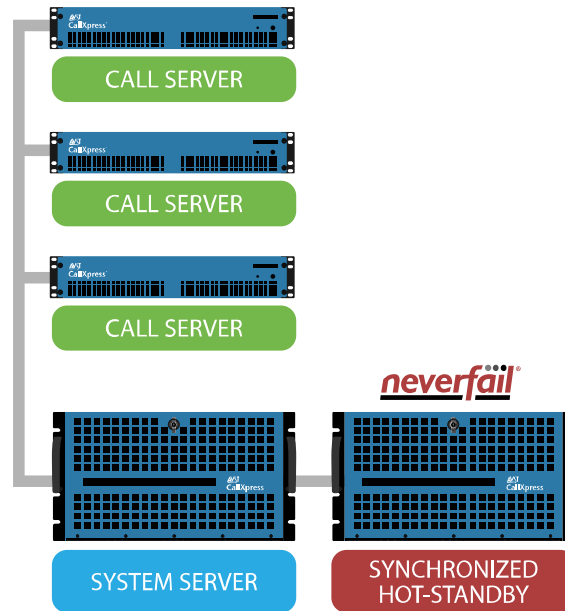
Built-in System Reliability

Call Servers with a warm standby.

Multi-Server with Neverfail Hot-Standby Deployment

When system downtime simply can't be afforded, then a CallXpress multi-server architecture with Neverfail is the right solution. CallXpress with Neverfail offers a fully synchronized, uninterrupted hot standby server to achieve the highest level of survivability available. The hot standby of the System Server contains an up-to-date copy of the database from the System Server. All changes made to CallXpress on the System Server are replicated in real time to the Neverfail Server, including application configuration changes, user messages, recorded names, greetings, announcements, and more. Neverfail continuously monitors the health of the 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 System Server, resulting in zero loss of functionality.

MULTI-SERVER ARCHITECTURE+NEVERFAIL



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

Companies both large and small have been turning to CallXpress from AVST due to its superior dependability and unparalleled interoperability. CallXpress delivers advanced call processing, voicemail, unified messaging, personal assistant, speech, fax, and notification to help organizations increase user and business productivity. If your company is looking for a dependable Unified Communications solution, consider CallXpress. CallXpress has proven its unsurpassed reliability to over 10 million users worldwide.

For nearly 30 years, AVST has been shaping the evolution of communications. As the world of communications advances, you can be assured that the award winning products from AVST have your future covered. To learn more visit www.avst.com.

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