Customer Testimonial

How Amtelco's Hosted Services Keeps Answer Centre of Louisiana in Business

For over 30 years Answer Centre of Louisiana operated as an independent entity, hosting all the related telephony, networking, and server equipment on our site. Our company was also responsible for the maintenance, lifecycle, and disaster recovery plans for various clients. We were fully operational during Hurricane Katrina, with our onsite backup generator and dependable communication lines. This experience did not encourage us to further review our business continuity plan as we were buoyed by the apparent success. We continued to host our on-site servers and equipment and were approaching 99.99% uptime year-to-year.

In August of 2021, we were hit by Hurricane Ida and suffered catastrophic loss of every piece of equipment in our building. To make matters worse, our DID host and provider notified us in the following days that we would not be able to forward any of our 700+ DID's to either a telephone number or IP address. This effectively crippled our ability to recover, coupled with the complete lack of infrastructure locally, as well as the impossibility of acquiring hardware to restore our servers.

We contacted Amtelco and were immediately given guidance on how to quickly get back to an operational state. The intermediary solution was an Amtelco hosted instance, pending a full migration to Genesis.

We had up-to-date server backups made prior to Hurricane Ida that were stored on Amazon Web Services. These server snapshots were summarily used to provision EC2 instances to enable us to extract the data necessary for full recovery. Amtelco worked with us to recover and restore every bit of data we had up until the minute of the building being compromised. All our customer, billing, configuration, and historical data was recovered and restored to our new system. Amtelco recommended a company for us to acquire all new DID's. This company moved very quickly to get these functional and connected to our cloud infrastructure.

Within a week we were back operating and answering our customers' phones, despite there still being a widespread infrastructure outage. We worked from generator power, using MiFi portable access points, using any device capable of remote desktop, and a USB headset. Our initial recovery took place in a garage with only four stations set up, as we did not have anywhere to set up shop in the entire parish (county) our previous building was located in.

We have since relocated to a formal building in a business park and are thoroughly enjoying our new Amtelco hosted solution and the benefits it offers:

> • *The worry, overhead and cost of implementing, maintaining, monitoring, and backing up of servers is now absent.*
> • *The frustration of software updates and implementation is a distant memory.*
> • *Ongoing virus prevention and intrusion monitoring is also no longer a headache for us.*
> • *We are experiencing significant savings since moving to the Amtelco cloud with reduced overhead costs.*
> • *We are now positioned to successfully maintain operations in the face of future natural disasters or other such events. (In the future, we anticipate sending out call representatives to distant locations to seamlessly transition our business operations to locations that will not be affected by the forecasted danger.)*

The initial experience of our new system was well received by our staff as their experience only slightly changed. The management team is certainly sleeping better these days, knowing that we are now properly prepared for any future issues or potential disasters! Our experience working with the professionals at Amtelco was entirely positive and their staff worked long hours to rapidly get us back to operational status. Without their technology, technical assistance, and business guidance, we would have had to shut down and the legacy of our community-oriented communications company would have ended.

—David Short is the Director of Operations at Answer Centre of Louisiana

About Answer Centre of Louisiana

Answer Centre of Louisiana is an organization founded in the mid 1980's and located in St. Rose, Louisiana, a suburb of New Orleans. Answer Centre continues to serve the small business and medical communities, both local and nationally, through highly professional and customized call fielding. The adoption of new technologies and best practices allows Answer Centre to remain competitive and successful through the decades.

About Amtelco

Amtelco has a strong history in the telemessaging industry and was founded in 1976 to provide communication solutions to the answering service and medical messaging industry. Amtelco is focused on providing call center solutions that meet or exceed customer expectations and are backed by top notch service and support. Millions of telephone calls are processed every day by Amtelco's systems and software in operation in all 50 of the United States and more than 20 foreign countries. By working closely with customers, Amtelco continues to develop innovative features and products.