



Jade 360 Discovery – Case Study Communications Network Survivability

Overview: A full-service business Law Firm with both US and International offices needed to identify the financial impact due to a local disaster that would cause a communications outage. They also requested options to enable the of a voice and data network survivability plan.

Challenge: Identify the business risk by communications equipment malfunction and Telco outage scenarios. Determine the communications outage impact to the various firm locations based on the following:

- Immediate and Long Term Cost / Business Service Performance
- Existing stability of local Telco Communications and alternatives
- Impacts to existing security policies and procedures
- Existing Disaster Recovery Plans and Procedures including Communications Survivability

Solution: Developed optional plans for Communications Survivability. Identified and evaluated potential impact scenarios to the firm including the following:

- Outage impact of Data Network circuits at each business location
- Business revenue loss predictions caused by Telco interconnection disruptions
- Validated the communications engineering assumptions that would assure Voice & Data Synchronization, Call Routing, Dial Plan integrity, and continuous utilization of user Feature Applications.
- Investigated the current and future potential for fraudulent use of the voice network.

Results:

- Determined the business risk exposure at California office was in excess of \$100,000 per day and eight continuous days of outage could exceed more than \$1.0M in revenue losses.
- Provided diversified communications and Telco access options to reduce financial / business risks.
- Hardened potential security vulnerabilities to mitigate fraudulent use of the voice network.