

REVCORD'S REDUNDANT AND FAILOVER SWITCHING PLATFORM



What is Redundancy and Failover Switching?

Redundant and Failover Switching Logging Platforms are designed to Achieve 99.999% Availability. This is crucial for Mission Critical Organizations such as PSAP Call Centers.

Redundancy refers to the overall system architecture, i.e., having a Secondary set of equipment, for example, either hardware or software, as in the case of our Cloud logging feature.

Failover Switching refers to having your redundant systems configured and linked to each other. So that in the case of any interruption or failure in service in the Primary Logger, then the Secondary Logger will seamlessly and automatically engage and take over all Logging needs.

How is Redundancy and Failover Switching Achieved?

Revcord's Cloud-based, Multi-Tenant Multimedia Management Software (MT MMS) was originally designed to provide RevSync, a fail-safe storage option for a logger's critical data. RevSync has since evolved in functionality, scalability, and security to become a full-function logging platform providing the flexibility to access your Revcord Logger with full functionality in the cloud or locally and in real-time.

Revcord's RevSwitch is a Configuration-Switching Service available for Dual Redundant Logger Configurations. RevSwitch in conjunction with RevSync, works automatically once configured so that whenever recording-related changes are made in the configuration of the Primary Logger, will automatically sync to the Secondary Logger.

In this Dual Redundant Logger Configuration, whenever the Primary Logger stops recording the Secondary Logger is automatically engaged and begins syncing calls to RevSync. This same logic is used with the Motorola AIS Failover Switch as well as our other radio integrations.

Why is Revcord the Best Choice?

Revcord has RevStream, a LaaS Logging Platform that was designed to elevate Service Uptime Levels for Mission Critical Call Centers while also providing cloud services. With your Subscription to RevStream, you receive a Turnkey Call Logging Solution that includes all redundant equipment comprised of solid-state components, integrations, training, support, and all your favorite Logger features.

Revcord also goes a step further with our RevLoan option. RevLoan is part of the RevShield Software Assurance and Support Program, with RevLoan, you have an onsite Logger on Loan from Revcord. This Loaner can be fully configured alongside your Revcord Logger for dual redundancy and failover switching. As an added incentive we have made the RevLoan option affordable for Mission Critical PSAP call centers.

REVCORD

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MULTI-MEDIA LOGGING SYSTEMS



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