



## Alpine Business Continuity and Disaster Recovery

Power outages, telecommunication disruptions and loss of physical access to contact centers are problems of the past with Alpine Access' national, home-based services model. Our 7x24 real-time operational heritage and home-based Customer Care Professional (CCP) model provide access and protection unmatched by traditional brick and mortar contact centers. And because we hire nationally, natural geographic diversity is built into every program we do for you.

### THE ALPINE ACCESS ADVANTAGE

- :: Maintain business operations under virtually any condition
- :: Protect your business and reduce the chance of interruptions to your operations
- :: Increased workforce productivity and performance with the ability to work from over 1,000 cities in the U.S.

### UNRIVALED GEOGRAPHIC DIVERSITY

Alpine Access recruiters, trainers, operations and CCP staff are dispersed geographically throughout the continental United States. This geographic diversity offers protection and resiliency against a Southeastern hurricane, Northern blizzard, Midwestern tornado, coastal flood, Western earthquake, localized evacuations and more.

### SERVICE WITHOUT INTERRUPTION

The cost and impact of your workforce's inability to access the systems and resources they need can be significant for any organization. Many businesses have protected their contact centers by investing in fault tolerance and highly available systems to support key critical business functions. Alpine Access offers you an even greater opportunity to reduce the risks associated with unforeseen events where limited access to a few square blocks can restrict a workforce for an extended period of time.

Alpine Access is located in over 1,000 cities across America and is always available and prepared to flex our systems, our capacity and our people to meet your needs if a local, regional or national event should occur. Our virtual recruiting, training, workforce management, operational excellence and technology platform are always available, prepared and amazingly elastic. Alpine Access' expertise will guide you through impacting events to recover swiftly and respond efficiently when it matters most.

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Some events can make your business inoperable for days or weeks, but in a competitive environment it can be hard to recover from even a few hours offline.

## THE ALPINE BC/DR APPROACH

The Alpine Access Business Continuation Plan (BCP) and Disaster Recovery Plan (DRP) are the result of our time-tested cyclical and feedback driven process designed to continuously improve our preparedness. All key areas including readiness, prevention, response scenarios, recovery and resumption, testing and training, evaluation and maintenance, as well as the requirements mandated by the Payment Card Industry (PCI), are incorporated. This ensures that both Alpine Access and your business remain available and meet or exceed expectations 24x7x365.

BCP plans are tested on a semi-annual basis via simulated failures, in addition to full scale system failures. At all stages, call management and ingress/egress to critical resources are monitored and maintained. Typically, Alpine Access does not store client customer information; however all information, including customer information, is classified, handled, managed, retained and disposed of in accordance with both PCI standards and industry best practices. All client transit communications lines are dedicated to each respective client. These controls remain in place to ensure protection and segregation throughout the duration of the impacting event.

## CONCLUSIONS

The Alpine Access business model and our BC/DR approach encompass all the people, business processes and technology required to effectively react and respond to any short-term, mid-term or permanent continuance or recovery need. Our end-to-end, on-shore solution provides a natural geographic diversity capable of supplementing or encapsulating any traditional brick and mortar contact centers' requirements.

