Mitel MiCollab Advanced Messaging

Achieve High Availability and Disaster Recovery

Key Features

Multi-Server Deployment

- Survivability achieved using port distribution across multiple survivable call servers
- Built-in fault tolerance: each call server can function independently
- No loss of MiCollab Advanced Messaging application functionality

Multi-Server with Neverfail HA

- Fully-synchronized, uninterrupted hot standby
- Predicts issues and corrects them before they have impact through proactive realtime monitoring of hardware, software, and networking environments
- Automatic failover keeps users seamlessly connected without human intervention
- Multi-Server with neverfail disaster recovery
- Remote tertiary system server

With unmatched reliability, MiCollab Advanced Messaging is the unified messaging solution you can depend on.

Mitel products are known for delivering the highest levels of reliability. MiCollab Advanced Messaging continues the tradition by protecting your most mission critical communication applications 24 X 7 through a robust multi-server architecture. MiCollab Advanced Messaging helps businesses avoid downtime, keeps users connected and gives administrators confidence in the health of their IT system.

MiCollab Advanced Messaging offers a variety of deployment options that support many different emergency preparedness and business continuity initiatives.

MiCollab Advanced Messaging implementation provides you:

- Multi-server distributed architecture
- Multi-server with Neverfail® high availability and/or disaster recovery
- Redundant server components
- Built-in system reliability

Multi-Server Deployment

Warm Standby

Call server

Call server

System server

A MiCollab Advanced Messaging multi-server system deployment minimizes single points of failure. Deployment of a single MiCollab Advanced Messaging system across multiple physical MiCollab Advanced Messaging servers offers a built-in fault tolerance, as each call server can function independently. MiCollab Advanced Messaging is implemented using a mixture of two basic component types: a system server and up to twenty 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 MiCollab Advanced Messaging 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 MiCollab Advanced Messaging application functionality. For example, if an organization uses the multi-server deployment and they happen to be adding capacity to their MiCollab Advanced Messaging system, installing an application or OS update, or experiencing a hardware failure, MiCollab Advanced Messaging will continue to answer the phone, transfer calls, and take messages, providing a seamless experience to your customers.

Multi-Server with Neverfail High Availability Hot-Standby Deployment

When system downtime simply can't be afforded, then the MiCollab Advanced Messaging multi-server architecture with Neverfail High Availability is the right solution. MiCollab Advanced Messaging with Neverfail High Availability offers a secondary, fully synchronized, uninterrupted hot standby system server to achieve the high availability. The secondary system server contains an up-to-date copy of the database from the primary system server. All changes made to MiCollab Advanced Messaging on the primary system server are replicated in real time to the secondary system server, including application configuration changes, user messages, recorded names, greetings, announcements, and more. Neverfail continuously monitors the health of the primary system server and immediately takes over upon identification of failure. Neverfail always has an up-to-date copy of everything that was on the primary system server, resulting in zero loss of functionality.

Multi-Server with Neverfail Disaster Recovery Deployment

Hurricane, fire, power outage – more and more organizations are implementing precautions so the effects of a disaster will be minimized. MiCollab Advanced Messaging, together with the Neverfail Disaster Recovery solution, provides a rapid recovery in the event of a local disaster. Adding a warm standby tertiary system server at a remote location ensures your organization can quickly resume mission-critical business operations.

Buit-in System Reliability

MiCollab Advanced Messaging 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. It is monitoring all of the critical system processes to alert you of issues before they cause problems. MiCollab Advanced Messaging keeps system administrators abreast of the status of their MiCollab Advanced Messaging system through administrative alerts via SNMP or e-mail.

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Powering connections