aircall

Business Continuity and Disaster Recovery Whitepaper

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Key Facts

Our services rely on Cloud Data Center availability zones in physically separate data centers to remain resilient even if one location goes down.

Aircall has established a Business Continuity and Disaster Recovery process.

Our Disaster Recovery plan is tested and updated at least annually.

Aircall maintains a status page that is subsequently updated until the issue is resolved.

Continuity and recovery of Aircall operations is managed by the Reliability Engineering and Customer Support teams.

Introduction

Aircall believes that the continuity and resilience of the services contracted by our customers is the key to the success of our business and our ability to offer high-quality service.

The purpose of this document is to assure our customers that we aim to provide uninterrupted telephone service and to recover it quickly and transparently in the event of any disruptive event affecting it.

We maintain an Aircall status page where the health and continuity of our cloud service can be checked at all times.

Business Continuity and Disaster Recovery

Aircall designs, maintains, and operates a Business Continuity and Disaster Recovery system based on ISO 22301 and NIST 800-34 best practices to provide reliability and availability to the operational phone systems and effective recovery in case of a disruptive event.

Aircall implements the necessary procedures and arrangements to ensure the continuity of critical services. The scope and potential for disruption to the Aircall phone system will vary according to the nature of the incident requiring varying levels of response.

The achievement of continuity and recovery objectives is accomplished through the hosting data with Aircall's cloud hosting partners while focusing on product resiliency to minimize downtime, as well as optimal performance with redundancy and failover options globally while maintaining multiple locations and availability zones in physically separated Cloud Service Provider datacenters.

No security degradation is allowed by design or during the execution of the Business Continuity and Disaster Recovery plan.

Disaster Recovery Strategy

Disaster recovery strategy at Aircall is the organization's effective ability to respond to and recover from an event that negatively affects business operations. The goal of disaster recovery methods is to enable the organization to regain the use of critical systems and IT infrastructure as soon as possible after a disaster occurs.

Aircall has distributed data centers worldwide and invests in redundancy on every level to eliminate single points of failure.

This disaster recovery approach is intended to prevent the loss of connectivity to our Data center infrastructure availability zone that we operate from and the possibility of making a recovery from a secondary availability zone in a physically separate data center, including logical replication for databases and authentication systems.

Aircall also works with multiple carriers allowing for dynamic switch capability to avoid disruptions and provide consistent call quality.

Routing outage recovery steps are also designed for call management disruptions.

The Disaster Recovery strategies and our recovery procedures are therefore designed to guarantee a 4-hour recovery point objective (RPO) and a 12-hour recovery time objective (RTO) for a major incident.

Testing and Exercises

Aircall disaster recovery strategies are tested according to Business Continuity and Disaster recovery policies and plans at least annually.

The scope of the DR plan testing is to be able to make and receive calls. Tests may be based on disruptive events on Aircall systems or data centers affecting phone service capabilities at different levels.

Any tests performed on Aircall systems must ensure that they do not cause any disruption to Aircall production environments or material impact on customer experience.

Tests and exercises must provide evidence of the readiness and adequacy of the Disaster Recovery steps and techniques applied, meeting RTO and RPO, and generating outcomes, allowing for a relevant analysis and feedback for potential DR enhancements.

Testing objectives are:

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- Verification of disaster declaration procedures
- Verification of functional recovery prioritizations
- Verification of recovery strategies
- Verification of backup availability

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- Identify weaknesses in the recovery plan
- Identify shortcomings in personnel recovery training
- Identify resource gaps
- Identify areas of improvement in the overall recovery capability where possible through a single system walk-through

A summary of Aircall's latest Disaster Recovery testing can be provided upon request.

Plan Update

The business continuity and disaster recovery plans and procedures are updated based on disaster recovery plan test results, when relevant changes occur in the systems and infrastructure that affect the provision of the service, or on a regular basis in accordance with the organization's business continuity and disaster recovery policies (at least annually).

Third-Party Suppliers

Aircall selects carefully the strategic suppliers that support the operations and application of the telephony service, as well as periodically evaluates their preparedness for business continuity.

Our vendor management policy and program ensures that appropriate security controls are in place, with vendors being periodically reviewed in light of Aircall's security and business continuity standards, as well as legal and regulatory requirements. Aircall enters into written agreements with all vendors to ensure an appropriate level of protection and continuity for any customer data processed.