RingCentral Persist™

Resilient site connectivity and communications capabilities in the event of an internet outage.

The RingCentral cloud has been built from the ground up and runs on a highly robust network backbone with infrastructure housed in secure, geographically redundant data centers. RingCentral incorporates and continuously invests in several critical infrastructure and networking aspects to provide enterprise-grade reliability with superior service quality and uptime.

Connecting to the RingCentral cloud is fairly simple. Multiple connectivity options such as 3G/4G/LTE, broadband, SD-WAN, and MPLS can be utilized based on user and business needs. However, last-mile connectivity is often where problems arise.

Although an organization would typically employ adequate last-mile connectivity and back-up options, some might require a fail-safe alternative in the rare event that the internet goes down and a site or multiple locations are disconnected. In such situations, access to critical telephony features, such as the ability to make important calls—especially E911 access for emergencies—are absolutely essential and required for legal compliance.

RingCentral Persist helps address such situations. It enables organizations to avoid service interruption and maintain high-level critical features for a set of users when connectivity between a site and the RingCentral cloud is lost.

Key features

- **Emergency calling and callback**
  - Make calls to a local public safety answering point (PSAP) via a public switched telephone network (PSTN) connection.
  - Route PSAP callbacks to the caller during an emergency.
- **Extension-to-extension dialing**
  - Access extension-to-extension dialing at the affected site.
  - Make and receive extension-to-extension calls with other sites by leveraging a PSTN connection.

- **Inbound and outbound calling**
  - Call external numbers via a PSTN connection.
  - Route incoming calls to a set of designated users.
- **Call RingCentral Support**
  - Dial 611 to reach RingCentral Support during an outage.
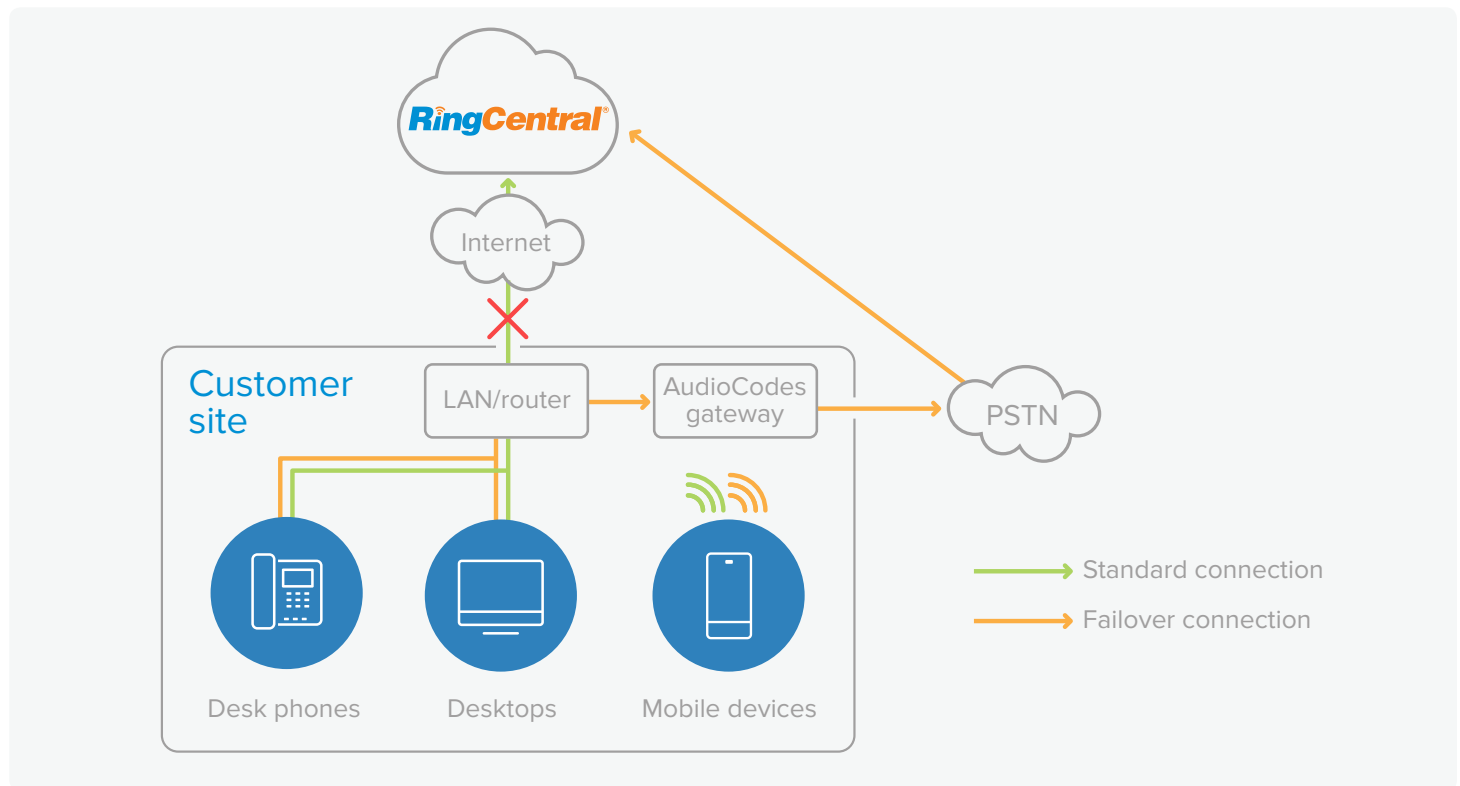- **Globally available***

*Subject to discussions with your RingCentral team

Persist deployment and management

Given RingCentral's cloud-first mindset and methodology, IT administrators can configure, manage, and monitor the Persist solution via a familiar central management tool, the RingCentral service portal. This greatly simplifies solution deployment and any subsequent support and management tasks.

The portal offers complete visibility and step-by-step processes for provisioning gateways and any subsequent changes, setting up gateway groups, configuring network settings, entering Emergency Location Identification Numbers (ELIN), and authorizing users/devices. Given the configuration and provisioning flexibility, Persist can meet the needs of organizations of all sizes and can scale as needed.

Persist supports RingCentral Phone™ for desktop and several desk phone and common area phone models. RingCentral has tested and certified a number of AudioCodes gateway devices. These devices need to be directly procured from AudioCodes. In addition, a PSTN (FXO or PRI) connection for access and reliable back-up power sources is required for deploying the solution. After gaining a deeper understanding of an organization's business needs and operations, RingCentral is able to make recommendations and suggest the ideal configuration.

How it works

In the event of an internet outage, the Persist gateway solution connects the customer's network to the PSTN. This provides a set of devices that have been provisioned within the RingCentral service web a reliable connection with the outside world using the PSTN. These devices and designated users are able to make and receive calls, reach emergency services, etc. and thereby have uninterrupted service.

All incoming calls are routed to a set of designated individuals. Once an incoming call has been answered, it can be put on hold or transferred as needed. Calls can be made by users via any device that has been provisioned and verified in the system.

For emergency calls, any number on the gateway can be used as an ELIN. These are numbers registered with local PSTN (PRI or FXO) providers. The public safety answering point (PSAP) for E911 services will see the caller ID and address details based on the information registered with the PSTN provider.

If an emergency service provider calls back, the gateway identifies which user device made the call based on the ELIN and will route directly to that individual device, bypassing any incoming call rules.

Companies that have multiple gateways in a physical location can also set up gateway groups to enable extension-to-extension calls between users associated with those respective gateways.

Conclusion

In the event of an internet outage, RingCentral Persist ensures that an affected site is not completely disconnected. It is able to connect with other locations and can access essential communications capabilities, including E911. Any connectivity issues are limited to that particular site and do not impact the organization as a whole or impact RingCentral performance or availability in other locations.

When RingCentral Persist is deployed in combination with RingCentral Office®, organizations get the best of both worlds: superior uptime and reliability at all times and survivability and resilient site connectivity in the case of an outage.

Contact RingCentral Partner Support:

partners@ringcentral.com or
800-595-8110.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to Work as One™ from any location, on any device, and via any mode to better serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral®