zoomphone

Zoom Phone Local Survivability:
Creating Resiliency in Your Infrastructure

Introducing the Zoom Phone Local Survivability (ZPLS) module, a way to provide business continuity in the event of lost connectivity to the cloud. ZPLS is deployed on top of the Zoom Node framework, which is designed to virtually connect the Zoom cloud to customer data centers.

The first module designed for Zoom Node

Zoom Node is a central hub designed to host service-specific software, or modules, that provide hybrid services. The ZPLS module is designed for businesses that need to maintain certain levels of telephony service and business continuity in the event that IP connectivity to the cloud is lost. An outage can be the result of an internet service

failure at a business location or a failure in multiple Zoom data centers that prevent client devices from reaching Zoom Phone components.

The ZPLS module does not affect phone service during normal operations. Phone clients and devices in survivable phone sites register to the corresponding ZPLS module and are able to maintain a subset of phone features when connectivity to Zoom Phone is lost. When connectivity to the Zoom Phone cloud returns, clients and devices re-register back to the cloud. During the outage, neither the administrator nor end user is required to take any action to enable survivability — the failover and fallback process is seamless and automatic. Physical Zoom Phone devices and appliances as well as analog adapters connected to analog phones, fax machines, and

Zoom Phone-enabled desktops connected to a backup power supply, such as a generator, will continue to function.

When phone clients and devices enter survivability mode, they register to the corresponding ZPLS module and are able to maintain these core phone features:

- Internal extension dialing
- Contact search/dialing (first 25,000 contacts)
- Dial from call history
- Hold/resume call
- Blind/consult transfer
- Ad-hoc third-party conference
- Full extension dialing with site code
- Inbound/outbound PSTN (requires PSTN)
- Call park

How ZPLS benefits your business

The ZPLS capability benefits large-scale organizations, such as retailers, schools, universities, and healthcare facilities, who need a phone system that can continue core functionality in the event of a network connectivity issue to a Zoom data center caused by loss of power, a storm, natural disaster, or other factors.

While we also recommend having reliable, redundant connectivity with adequate bandwidth, there are unfortunate scenarios, such as fiber cuts or inclement weather issues, that could bring business to a halt if connectivity is degraded. With ZPLS, organizations can minimize revenue loss, maintain internal communication, and support on-site safety.

Deployment details

The current Zoom Phone Local Survivability module capacity limits are as follows (dependent on hardware configuration):

- 2,000 users per module
- 5,000 users per module

At launch, customers will supply their own server, running the VMWare ESXi hypervisor and then building a Virtual Machine running Zoom Node and the Zoom Phone Local Survivability module. While this is certified by Zoom, customers will need to oversee the hardware deployment.

Coming soon, Zoom plans to enable the ability for customers to leverage certified session border controller (SBC) vendors for a single box solution with Zoom Node and corresponding Zoom Phone Local Survivability modules. This can help streamline the deployment and procurement process.

"Zoom Phone Hybrid" is the name of the add-on SKU to enable the Zoom Phone Local Survivability module. In order to procure this solution, customers will need two new SKUs: the Zoom Node SKU and Zoom Phone Hybrid add-on.