

## Redundancy = Being Redundant!

Back in the day, phone lines seemed to always have dial tone, even during bad storms. Plain Old Telephone Lines, also known as “POTS”, were extremely reliable.

Today, even with drastic technological improvements, a 100% reliable telecom network is hard to come by. However, a more reliable telecom solution is often available and worth considering. A simple way to think of this is to ask “How much will my business lose if and when our telecommunication network fails??”

Here are some ways to make sure your telecom network is as redundant as possible:

- Phone Service & Phone Systems – Depending on who provides your voice service (the local phone company, the local cable company, or a hosted/Voice over Internet Protocol a.k.a. VoIP provider), each one typically offers some sort of Call Overflow, Call Forwarding, or a “Find Me - Follow Me” solution, which could be automatically implemented when your regular phone service goes down. Many companies also have an on-line portal to easily forward calls to another number with ease.
- Internet – A Fiber-optic solution inherently has higher levels of resiliency and is self-healing, meaning that multiple paths are often available. Also, many smart phones offer “personal hotspots”, which is a quick & easy way to connect your laptop/computer to the Internet during an outage. A more seamless solution is called “SD-WAN”, which stands for “Software-Defined Wide-Area Network. An SD-WAN solution combines the speeds of separate internet connections from two providers, offering an automatic back-up plan during an outage.
- Alarms – Point-to-point fire alarm circuits have been replaced with two phone lines for fire alarms (a primary line & a shared back-up line). However, both fixed wireless technology and the Internet have been replacing POTS lines as a more reliable and efficient solution.



... With LED's!

Before the Upgrade: 56-Watters



After the Upgrade: 30-Watt LED's



We originally worked with Janet Carangelo, owner of Play It Again Sports in Southington, back in 2010. LED fixtures weren't quite ready for prime-time, so we installed new T-8 Lamps & Ballasts. Just recently, we installed brand new LED fixtures, which aren't only brighter, but use about 50% less energy! In a nutshell, Janet “loves the new lighting!”

Check out the before & after video on our YouTube Channel:

[www.youtube.com/EmendeeTech](http://www.youtube.com/EmendeeTech)