



Redundant Asterisk Solution for Emergency Health Care Service

Overview

Cyber-Cottage UK was approached by Hatzola, an Emergency Health Care service in London, UK to provide a resilient platform for the reception, recording and transferring of emergency calls to home based operators. The proposed solution was based on two Dell servers, Asterisk and the Redfone foneBRIDGE2. To handle the resiliency and quick failover Linux HA heartbeat was installed on the servers. This controls Asterisk, the foneBRIDGE2 and the “floating IP” address. All configurations, call records and recordings are synced using rsync between the two servers. For power backup a KeySource UPS is installed with a runtime in excess of 4 hours. A geographically redundant location is implemented with a second pair of Asterisk servers with automatic PRI failover being provided through the monitoring of the main locations’ PRIs by the Telco.

Results

Since installation the system has run faultlessly except for one occasion where the primary server was switched off in error. Thanks to the resiliency of the platform this was not noticed for several hours as the system was seamlessly failed over to the backup server and continued operating.

About Cyber Cottage

Cyber-Cottage provides support, design and installation services. They have nearly 25 years of experience in many areas of the telecoms industry and have the depth of knowledge to assist clients in all aspects of telecoms needs.

Cyber Cottage has been working with VoIP PBXs since 1999, and VoIP networks from the Mid 1990s. Implementations range from small offices of 15 extensions to Large multi-site offices and bespoke platforms. Primary deployments are now based on the Asterisk iPBX.

Cyber Cottage’s recent solutions have included:

- High volume conference servers.
- High availability redundant servers for emergency services dispatch.
- Click2Call solutions
- Call Centers
- Multi-site Private Schools
- Multi-site Solicitors Practise

<http://www.cyber-cottage.co.uk>

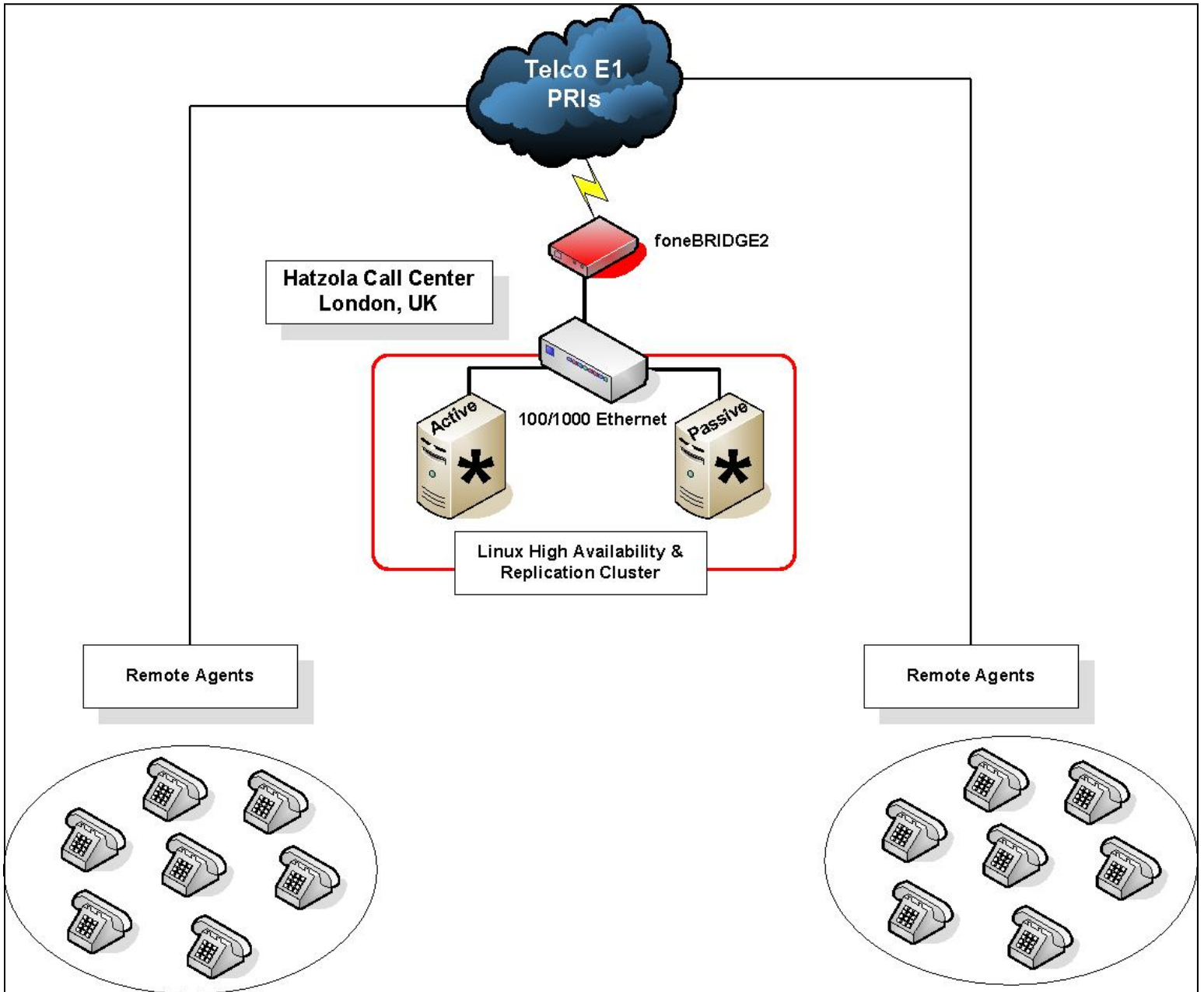
About Hatzola

Hatzola was established over thirty years ago, and is now an organization needing no introduction. It has evolved rapidly in last few decades into a household name known the world over. Countless lives have been saved thanks to their expertise and endless dedication. Hatzola is a purely voluntary organization that offers emergency medical aid to all traumas large or small where quick response times are often critical, and can make the difference between life and death.

<http://www.hatzola.net>



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Hatzola Call Center London
Logical Network Overview