CONNEX

POWERING WHAT'S NEXT

MANAGED CONNECTIVITY · 5G BACKUP

When the fibre goes down, your office doesn't.

A managed 5G backup line that takes over the moment your primary internet fails, and hands back the moment it returns. No one has to touch a thing.

Connex 5G Backup adds a second, independent path to the internet over the cellular network. It installs on a single network cable, connects to your existing Connex-managed firewall, and is monitored around the clock. Your team keeps working on email, phones, cloud apps and remote desktops while we deal with your internet provider.

28 hrs

A recent client lost their fibre for a day and four hours. Outages like that are exactly what a backup line is for. The cost of the service is small next to a day of staff who can't work, phones that don't ring and clients who can't reach you.

Auto
Failover the moment the primary line drops

Auto
Restore to your primary line when it recovers

24/7
Alerts to Connex on every failover and restore

1 cable
Powered install. No new firewall, no redesign

WHAT IT DELIVERS

Resilience
A second, independent internet path on a different network from your fibre.

Operations
Monitored, alerted and tested by Connex. Your staff never have to switch anything.

Security
Backup traffic goes through the same firewall and threat protection as your primary line.

Budget
A low, fixed monthly cost, with no surprise data overages.

HOW IT WORKS

Five things happen when your line fails. You notice none of them.

01 Constant health checks

Your firewall checks the primary internet line continuously, not just whether it's plugged in, but whether it's actually passing traffic.

OUTCOME
Problems are caught in seconds, often before users notice.

02 Automatic failover

When the primary line stops responding, traffic moves to 5G automatically. Remote desktop sessions reconnect, and phones and cloud apps keep running.

OUTCOME
Work carries on. No one has to call IT or flip a switch.

03 Instant alerts

Connex is alerted on every failover and every restore. We open the ticket with your internet provider and keep your office contact updated.

OUTCOME
The outage is already being handled before you pick up the phone.

04 Business traffic first

While on 5G, business traffic comes first: remote desktop, phones, email and cloud apps. Large updates, file sync and streaming are held back until the primary line returns.

OUTCOME
The backup line stays fast for real work and within its data plan.

05 Automatic restore

When the primary line is healthy again, traffic moves back on its own and the 5G line goes back to standby. We confirm the restore and close out with your provider.

OUTCOME
Back to full speed automatically, with a short outage report for your records.

What's included

- 5G/LTE backup device, configured and installed
- Site signal survey and best-carrier selection
- Cellular data plan (or bring your own SIM)
- Failover and restore rules set for your office
- Rules for which networks and users get backup
- 24/7 monitoring with failover and restore alerts
- Data usage tracking against your plan
- Failover test at install, then quarterly

Good to know

- Works with Connex-managed office networks; no hardware replacement needed
- Indoor wall or shelf mount, placed where signal is strongest
- Carrier-independent: we can switch providers if coverage or plans change
- Remote offices with poor wired service can run 5G as their main connection. Ask about 5G Primary
- Optional Connex data centre add-on keeps remote access and a fixed IP working during an outage

DESIGNS & DELIVERS

01 Assess
Signal survey, current usage, what must stay up.

02 Design
Carrier, placement, failover and priority rules.

03 Build
Install, configure, run a live failover test.

04 Hand over
Monitoring live, test report, quarterly checks.

Keep your office online. Talk to Connex.

Serving organizations from Ontario to the Maritimes since 2009. Veteran-owned. Veteran-operated.

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