How to Seamlessly Implement Cloud-Based Unified Communications

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The benefits of a move to cloud-based Unified Communications are clear. You've done your homework and know these solutions can save time and money while improving reliability and increasing functionality.

So what's stopping you?

How would you grade your current communications platform?

If you've given yourself a decent grade, it might be hard to justify the costs of a cloud-based implementation, even if it offers improved functionality and reliability.

It may seem risky. Your team is dreading the gremlins that will have execs and management calling to voice their complaints. Plus, a long, problematic implementation could reflect poorly on you and the provider you choose.

Rolling out a new cloud-based Unified Communications platform is a huge undertaking. But does it have to be?

At Atlantech, we have ample experience rolling out major UCaaS implementations. In this article, we are sharing our top-five tips for a seamless rollout of cloud-based unified communications.

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Understand What You're Getting Into

No doubt the move to a cloud-based phone system can be complex. After all, it touches every aspect of your business. But, it doesn't have to be painful. In order to ensure a smooth transition, due diligence needs to start well before signing any contracts.

To fully grasp the complexity of the implementation, two things need to occur before signing a contract:

- Complete an in-depth needs assessment
- Audit your current platform

Partnering with an experienced provider can take much of this work off your plate. That doesn't mean you shouldn't pay attention. A trustworthy partner should educate you on every aspect of VoIP technology to ensure nothing is overlooked during the transition.

Document Everything

A common implementation pitfall occurs when poor documentation causes delays and mistakes.

Keep detailed records of the current phone system and document the needs and processes required for the migration. This includes users, auto attendants, call routing, all locations of phones, and current phone numbers and their uses.

This documentation provides the information required for a smooth rollout.

Have a Realistic Plan and a Reliable Partner

A move to the cloud requires an investment of time and money. The more efficient the migration, the faster your ROI. Be realistic in your expectations. There will be a learning curve as staff and administration adjust to new applications.

The move from outdated, siloed applications to a single, unified communications platform is most efficiently implemented by experienced unified communications providers. Vendor consolidation is typically a byproduct of moving to UC, and most businesses see it as a benefit.

Best Practices for Migration and Porting

When it is time to migrate users from "legacy" PBX to the UCaaS system, we recommend enabling 4-and-5-digit calling between a legacy PBX and the UCaaS system.

Porting phone numbers can be challenging. At Atlantech, our recommended best practice is to port all numbers at the same time.

Accounting for all analog devices should not be overlooked. It is best to make sure that copper comes back to a centralized place (main phone room) as it makes it easier to trunk them onto the UCaaS system.

Put Your Implementation Nightmares to Bed

It's time to sleep well at night and prevent UCaaS rollout nightmares. With careful planning and execution, UCaaS implementation can be simple, easy, and inexpensive. Finding a vendor with a solid track record of successful UCaaS implementations is a key to a smooth UC rollout. They will help you estimate your current and future needs, as well as match the right platform to your needs.

Which Cloud-Based Phone System is Right For Your Business?

There are an overwhelming number of choices when it comes to communication systems. This is good news for stakeholders who want to find a custom solution that meets both their needs and their budget. But, in the end, getting the right solution means you need a partner you can trust to sort through the confusion and show you the best options for your needs.

We would like to be that trusted partner for you. Set a meeting with us to talk about your Unified Communications needs, and our experts will help you make the smartest decisions for your business.

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