



VOICE
SERVICES



The Public

Sector Guide to

Cloud PBX

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The Public Sector Guide to Cloud PBX

Find out how public sector organisations can reduce costs, improve resilience and gain telecoms support from an approved supplier.

Alongside your daily tasks of managing IT infrastructure, sourcing a new phone system can seem like an unwelcome extra burden. However, by choosing the right solution and provider with the right expertise, this process can be made surprisingly easy. It can also deliver far greater efficiencies and cost savings whilst future-proofing your communications.

If you're still relying on ISDN for your telecoms, then you could be missing out on significant cost savings. ISDN is a declining technology which BT has announced to be completely superseded by cloud-based alternatives before 2025. In view of this, many public sector organisations are now turning to cloud voice, such as SIP trunking Or Hosted, in order to benefit from the latest technology at a far lower cost. To ensure that a new phone system is optimised for your organisation's requirements there are some key points you should consider.



1. Your infrastructure

Even if your staff are all based in one location, there is still a great deal to consider such as how many employees need to be catered for and how they communicate both internally and externally. Add in satellite offices or remote-working arrangements and this picture becomes far more complicated.

Cloud-based solutions can help you respond very quickly to demand during busy periods – adding extra capacity is quick and easy.

If your organisation has multiple sites with ISDN connections into each, alternative solutions, such as SIP trunking, can help you reduce the number of connections required and also reduce the maintenance costs on your various PBXs.

2. Bespoke solutions

It's rare for every member of an organisation's workforce to require the exact same phone functionality. Needs will usually vary from one department to the next – recording facilities for customer service calls, conference calling, and land-line-to-mobile diverts.

The best phone and data providers will tailor a package around your unique requirements, rather than shoehorning you into a one-size-fits-all contract.



3. Scale

A truly effective telecoms contract will deliver much more than one fixed number for each employee. It will consider the volume and nature of calls too – such as how many hours of talk time are used in a typical month. Your service provider should be able to handle any amount of traffic without issue – even if every employee tries to dial out simultaneously – while avoiding charges for exceeding arbitrary usage quotas.

4. The failings of your existing system

This might sound like stating the obvious, but if your existing contract is ending soon, or is about to lose supplier support, think about any issues that have been reported in recent months. Consider the efficacy of services like voicemail and call redirecting – could they be better and if so, how?

Older phone systems often struggle with the demands of a modern organisation, but what are the specific issues that cause problems? Having identified these frustrations, a new system can then be tailored around your findings, to deliver responsive solutions and offer solid disaster recovery and resilience.



5. Cost

A fixed voice infrastructure can be expensive to install and maintain – moving to the cloud has the added benefit of significantly lower costs while simultaneously raising your service levels.

Replacing ISDN with SIP trunks can help save up to 50% on line rentals and 25% or more on call costs. Perfect for medium or large organisations with multiple sites, as internal calls are free.

Moving to a fully hosted solution removes the need for any onsite hardware and the associated cost of maintenance. This is an option which provides quick installation and provisioning – it requires only the simple installation of onsite handsets.

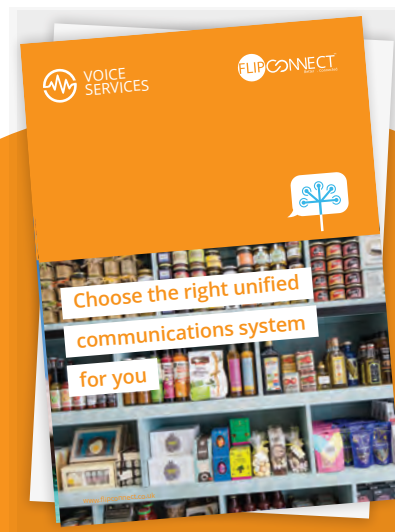
Employees can manage their calls easily and effectively, helping to improve your overall productivity. You also have the option to only pay on a per user, per month basis, further helping to manage cost.

This gives you the ability to share services with other public sector organisations – the quickest and simplest way to consolidate communications infrastructure and realise economies of scale.



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