

Phone Systems Need Retirement Plans



Unified communications (UC) is the next evolutionary step in an organization's communication platform. To address this change, [O1 Phone VoiceStream](#) is bringing you this whitepaper, featuring research from Gartner, on the PBX retirement strategy to help focus on UC requirements.

This whitepaper focuses on the growing need for organizations to consider the replacement strategy around their PBX phone systems. Good business decisions depend on good planning and execution. We present our research on industry trends, which are guiding the retirement of the PBX system and complementary to the findings by Gartner Research.



Start 2015 With Your PBX Retirement Strategy to Help Focus on UC Requirements

Steve Blood, 17 October 2014

Multimodal communications and collaboration has reduced the relative importance of the PBX, warranting the start of a retirement strategy. But planners should account for some traditional communications practices and infrastructure in UC solutions before removing PBX completely.

Key Challenges

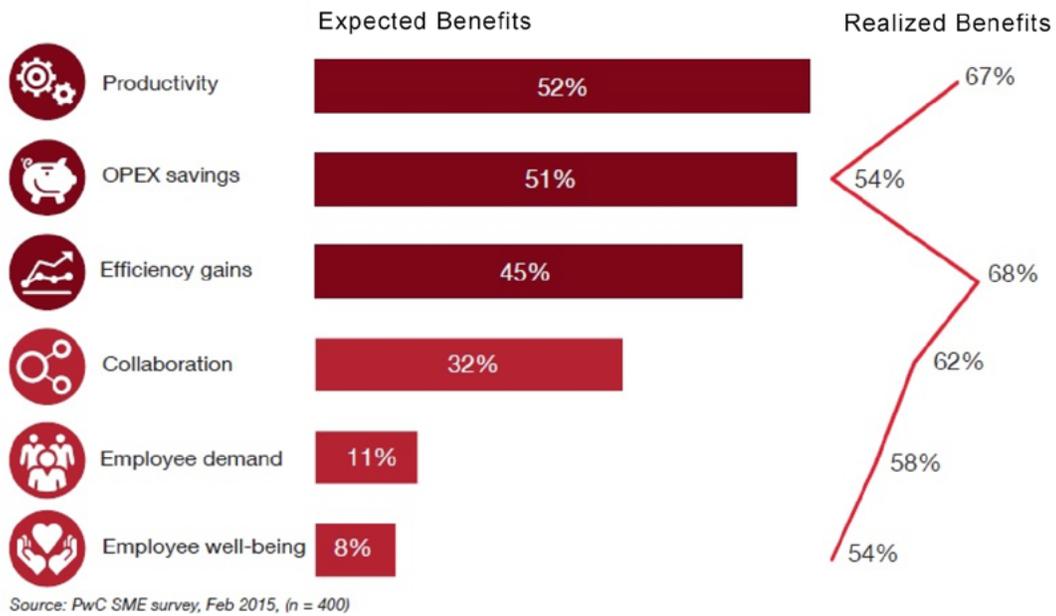
- IT planners' desire to remove PBX infrastructure is challenged by some very traditional call-handling practices, the need to support legacy handsets and legacy infrastructure designs.
- The solutions to replicating required functionality of the traditional PBX with UC platforms may lead to an increase in the number of suppliers to manage.

- Securing a business case based on total cost of ownership for replacing the existing PBX infrastructure may require a compromise in supported capabilities.

Recommendations

IT planners should:

- Begin the strategic imperative of replacing PBX and IP-PBXs with UC capabilities in the next three months, even though it may take five years to fully fulfill.
- Engage with business leaders to understand the relative importance of key communications practices currently supported by legacy PBXs, and propose alternative ways of meeting those needs with UC platforms and associated technologies.



O1 Phone VoiceStream Insight

Migrating Applications to the Cloud

Businesses cite a variety of benefits moving applications to the cloud. The cloud initially brought CapEx avoidance, reduced overhead, and an improved TCO. Businesses now see not only cost savings but also enhanced capabilities that drive improved business results. Moving PBX functionality to the cloud brings capabilities and benefits for end users, IT managers, and functional leaders.

- End users see improved mobility support
- IT managers see improved flexibility to add and remove seats and users
- Functional managers can improve customer-facing operations and improve customer satisfaction and sales.

As a result, analysts report that cloud adoption continues to accelerate across all verticals, geo regions, and organizations of all sizes.

The Ideal PBX Replacement

The ideal replacement option for a PBX should be more than a communication tool and incorporate solutions that address the challenges of the

modern workforce. Cloud UC has answered this call by improving productivity by 52% and refining operational efficiencies by 45%.(above image)

Benefits and Savings

The major question is, "Will it save me money?" Placing communications services in the cloud minimizes the capital investment needed to maintain the network and allows end-users access to the latest features and enhancements. Yes, it will save a company on capital investments, but operational savings all depend on current cloud exposure of the organization. In a recent Nemertes Research document, an impressive 84% of organizations are already utilizing cloud UC.

For more information on the benefits of migrating your phone system to a hosted, cloud-based phone solution, contact us at: 1-888-444-1111 or visit: www.o1phone.com

