

Control calls through transformation

Maintain critical telephone services and minimise disruption when changing where or how people are working.

While transformation promises to improve the efficiency and effectiveness of the delivery of services, it can create management issues for technology teams. How do you maintain critical telephone services and minimise disruption during business transformation? Managing change across multiple sites and different technology platforms adds further complexity, increasing the risk of service downtime.

Keep your numbers no matter where you move

Reduce the complexity of moving offices. Simply and cost-effectively take your business phone numbers when you move, avoiding any potential disruption to incoming calls that could cost you, customers.

De-risk technical migration

Moving from traditional to IP based telephony often creates periods of disruption and network downtime. Complex telephone infrastructure, such as a mixture of connectivity types such as ISDN or SIP spread across multiple sites increases the risk of disruption.

The smartnumbers web console provides centralised management of your whole telecoms estate and put you in control of calls into your organisation so you can create a phased migration, transferring individual departments or even individual DDIs to minimise disruption.

Number management and consolidation

Remove the complexity of managing number ranges, even if they are from multiple network operators by simply redirecting calls to where staff are working.

The smartnumbers service removes the complexity of managing number ranges, even if they are from multiple network operators by simply redirecting calls to where staff are working.



"All staff kept their same phone number and most people simply weren't aware that the change was happening. It was a 100 percent success; there was no negative feedback at all. An added benefit is that smartnumbers will support and de-risk migration to SIP trunks."

Guy Wyckmans, Category Supply Manager, Cisco

Features in-depth

Web portal to control your inbound calls

- Enables you to design, review and edit dial plans.
- Bulk changes can be designed offline and uploaded via the portal.
- Announcement messages can be recorded via the portal.

Number retention

- Enables you to answer calls to your existing DDI range wherever you move.
- Redirect calls to any dialable number on any network, such as ISDN, SIP or BT One Voice.
- Calls to existing numbers can continue to be answered as before, during and after the transition, therefore minimising business disruption.

Automatic call diversion

- The smartnumbers platform monitors every incoming call, automatically redirecting calls if a network failure or congestion is detected.
- In the event of call redirection, all calls will be handled in the same way until the problem is resolved.
- Without the need to deploy new hardware or software, smartnumbers delivers at least 99.999% reliability.

Dial plans

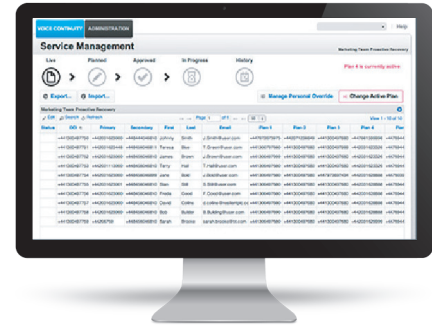
- Create multiple dial plans to reflect different scenarios.
- Up to five dial plans can be loaded into the service ready for activation.
- Additional plans can be stored off-line.

Invoking dial plans

- Dial plans can be invoked via the web portal or any telephone to instantly redirect calls.
- When invoked, calls flow from smartnumbers for onward routing based upon the activated dial plan.

Personal override

- Authorised staff can pull calls to their current location.



Requirements

Network

As a cloud-based service no additional software is required. Existing numbers will be “virtualised” by initiating a Block Transfer (or Port) to the smartnumbers cloud or new numbers can be issued.

Hardware

As a hosted and fully managed service smartnumbers control does not require any additional hardware to be installed on-site or at the local exchange.