



Modernising patient-centric healthcare: From legacy lines to Microsoft voice solutions

The UK healthcare sector is navigating a quiet but profound crisis: the “Great PSTN¹ switch-off” of ISDN².

For healthcare leaders, this is more than a technical deadline. It’s a question of opportunity and transition from static, desk-bound legacy systems to a future of fluid, cloud-based clinical mobility. Many organisations currently manage a fragmented landscape of aging Private Branch Exchange (PBX) hardware that is nearing end-of-life and becoming increasingly expensive to maintain.

Insight, a global leader in Microsoft voice solutions, serves as the expert guide for this journey. We don’t just replace legacy phone lines; we help healthcare providers leverage their existing Microsoft 365 investments to build a secure, tailored, and robust unified collaboration ecosystem. By integrating voice and telephony capabilities directly into an already in-use Microsoft Teams environment, we eliminate the physical and financial “cables” of the past, whilst enabling staff with a best-in-class and most modern calling solution.

¹ PSTN: Public Switched Telephone Network.

² ISDN: Integrated Services Digital Network.

The strategic narrative: Empowering the modern clinician

From desk-bound to patient-centric

Legacy systems often tie clinicians and administrative staff to physical desks, hindering the speed of care. The transition to **Microsoft Teams Phone** moves away from an archaic fixed-line solution and allows professionals to make and receive calls from any device, whether on a ward, in a clinic, or working remotely. This mobility ensures that the right person is reachable at the right time, directly impacting patient outcomes and operational responsiveness.

Security as a foundation - not a barrier

In the UK public sector, digital transformation must never compromise compliance. While healthcare environments often manage a diverse range of technologies, our solutions leverage your core Microsoft 365 investment—already vetted for NHS standards and GDPR. By integrating Microsoft Teams Phone, we simplify compliance across your entire communication estate, regardless of legacy complexity.

- **Robust encryption & MFA:** Every call is protected by enterprise-grade security and multi-factor authentication.
- **Data sovereignty:** Customisable data residency options ensure patient information remains within compliant jurisdictions.
- **Regulatory recording:** We implement tailored recording and retention policies that meet the rigorous legal standards required for healthcare and emergency services.

The ROI story: reclaiming the budget

The financial impact is the most compelling chapter of this transition for the CIO. By maximising existing **Microsoft 365 licenses** and features like **Shared Calling**, organisations add telephony with minimal software costs and significant operational savings.

- **Hardware savings:** Transition to cloud to achieve up to **100% saving** on telephony infrastructure and maintenance contracts.
- **Platform consolidation:** Eliminate standalone solutions and redundant vendor contracts by moving to a single, integrated platform.
- **Device rationalisation:** Prioritise softphones for mobile flexibility, retaining physical desk phones only for specific use cases to further reduce costs.



The technical blueprint: Precision implementation

Transitioning from legacy infrastructure to a modern cloud environment requires more than just technical execution; it requires a structured, risk-mitigated roadmap. At Insight, we act as your technical bridge - navigating the complexities of NHS central tenant architectures and third-party dependencies on your behalf. Our four-phase 'Precision implementation' framework is designed to ensure a fluid migration, turning a complex technical shift into a seamless clinical upgrade with zero operational downtime.

Precision implementation framework

1. Discover

- Kick-off call to validate engagement scope and agree next steps & timelines.
- Pre-engagement discovery questionnaire and early data capture.
- Review & familiarisation of existing phone system estates and any documentation.
- Discovery activities & conversation to complete remaining information gathering.
- Identification or dependencies and pre-requisites for third-party providers (e.g. Accenture/ NHSmail).
- Formal discovery and review workshop.
- Documentation of the existing telephony solution inclusive of other integrated systems.

2. Design

- Design workshops to inform and complete solution design & approach decisions.
- Creation of technical prerequisites activities list & guidance.
- Creation of a migration approach and schedule for Teams users.
- Creation of a migration approach and schedule for the analogue estate.
- Creation of system and user acceptance test plans.
- Playback and agreement on all design and approach aspects.
- Creation, playback, and sign-off of overall high-level solution design documentation.
- Initiation of any procurement activities (hardware, application, and licensing).

3. Deploy

- Technical prerequisites satisfaction and remediation.
- Teams Voice settings and user level policy configuration.
- Auto Attendant IVR & Call Queue Configuration.
- Desk phone account provisioning and assignment.
- System Acceptance Testing.
- Delivery of any agreed staff training sessions.

4. Migrate

- Number porting support and assistance.
- Number assignment, user enablement, and go-live support.
- User Acceptance Testing
- Finalisation of low-level design documentation with final state configuration.
- Technical brief and solution handover.
- Internal handover to Insight support services.
- Recommendations and future strategy roadmap.

Evidence of transformation: Voices from the sector

Beyond the technical implementation, our success is measured by the operational resilience and cost-efficiencies achieved by our clients.



Case study 1: The multi-site consolidation

A leading UK public sector provider managing over 30 sites faced a “tapestry” of legacy PBX and Skype systems.

- **The solution:** Insight implemented a unified Teams Phone solution via **Gamma Operator Connect**.
- **The result:** Over **850 users** across 25+ locations were migrated in just **4 months**, standardising communication and enabling seamless resource sharing.



Case study 2: Security at scale

A major UK public sector organisation supporting **17,000+ users** needed to migrate while adhering to strict recording regulations.

- **The solution:** Insight designed a secure Teams Telephony environment that leveraged **Teams Shared Calling** to provide cost-effective PSTN access.
- **The result:** The organisation achieved a **100% saving** on new hardware and maintenance, completing the complex migration in **8 months** without a single minute of operational downtime.

The NHS Fast Track benefit

Insight is one of a select group of **Fast Track Ready Partners (FRP)** endorsed by Microsoft to support the NHS.

- **Funded expertise:** The **NHS Fast Track Partnership programme** provides eligible organisations (150+ users) with remote expert guidance on Teams Phone deployment at **no additional cost**.
- **NHS England recommended:** Teams Phone is designated as a “high-value workload” by NHS England, prioritising its role in modernising the central tenant.
- **Navigating managed environments:** Insight brings deep experience in managing transitions within the NHS central tenant architecture. We act as your advocate and technical bridge when coordinating with third-party administrators like Accenture, ensuring that policy changes and administrative requests are handled efficiently to prevent project slippage.

Next steps:

1. **Determine eligibility:** Ask your Insight Account Manager for your user tier and license status for the NHS Fast Track programme.
2. **Book your AI UC Readiness Assessment or Citizen Engagement Workshop:** If you know where you are in your UC transition journey, book a session with one of our specialists. [Click here](#)
3. **Get your UC renewal readiness self-assessment checklist:** To conduct a strategic 20-point review of your telephony, infrastructure, and contact centre performance. [Click here](#)

Contact us at 0344 846 3333 or visit uk.insight.com