



## Solution Brief

# Cut the cable from ISDN and provide telephony-based Microsoft Teams Phone into emergency services.

For policing, Ambulance & Fire and Rescue

## **Business Challenge – Migration from PBX and the ISDN Switch off, for emergency service organisations with legacy PBX and ISDN infrastructure.**

ISDN (Integrated Services Digital Network) has reached its end of life, necessitating a migration to modern communication solutions like Microsoft Teams Phone. ISDN, which has been a long-standing technology for voice and data transmission, is being phased out by telecommunication providers within the UK. With the discontinuation of ISDN, organisations, including blue light services, are required to transition to alternative platforms that offer advanced features and improved flexibility. Migrating to Microsoft Teams Phone provides emergency service organisations with a robust and secure communication solution that integrates seamlessly with their existing Teams environment. Teams Phone leverages cloud-based technology, enabling blue light professionals to make and receive calls from anywhere, using any device. This versatility allows for enhanced mobility and accessibility, facilitating communication across different emergency service settings, including policing, fire and rescue, Royal air force, ambulance service, lifeboat service and mountain rescue.

The migration to Microsoft Teams Phone offers emergency service providers the ability to:

- Streamline collaboration and increase productivity with a unified platform for voice, video and chat.
- Better manage patient calls with call routing, call queues, voicemail, and call recording.
- Stay compliant with communications act 2003 and secure patient information with; robust encryption, multi-factor authentication and data residency options.
- Stay compatible with the new Emergency Services Network (ESN) critical communications system for radio communication through command and control to ESN devices

To successfully migrate from ISDN to Microsoft Teams Phone, emergency services organisations should; assess their existing infrastructure or ESN network, plan the transition process, and ensure appropriate training for staff members.

## **How We Can Help**

Insight are experts in delivering end-to-end Microsoft Teams phone projects at all scales and complexities with experience across many healthcare environments. We help you manage the modern phone challenge, through native Teams calling capabilities and prepare for tomorrow. By extending the

Teams feature to include traditional and next generation calling capabilities, we help you transition from legacy PBX solutions replace the end-of-life ISDN line, with modern cloud based SIP capabilities. We help navigate the complexities of Teams PSTN connectivity, and ensure a best fit solution by you and your students at the centre of our solution.

Our partner



## Teams Phone with Direct Routing



Highly customisable approach that allows you to keep your preferred carrier and maintain calling rates with on-premises or hosted SBC infrastructure.

## Teams Phone with Calling Plans



A fast and simple way to set up calling with Microsoft as your connectivity provider, through per user Microsoft licensing on a subscription basis.

With over 80 million active users, 1 billion calls a month, and 90% of Fortune 500 companies using Teams Phone, the large-scale consumption of Teams is unquestionable. We're primed now more than ever to adopt voice services through Teams but can be deterred by the scale and complexity that often comes with migrating a healthcare provider wide phone system. A best-fit solution will vary by size, functionality, cost, and complexity. No single approach fits all, making flexibility key in a delivery partner. Insight deliver Teams Phone projects through a modular delivery framework that allows us to lend our services to you where you need them; either as a full cradle-to-grave voice engagement, or as an assist for select phases of your project as you transition to Microsoft Teams calling.

Demonstration & Envisioning	Planning & Design	Build & Implementation	Cost Analysis & Evaluation	Network Readiness	Migration Strategy	Devices & Use Cases	Change & Support

## Benefits

Modern calling features, enterprise grade security, increased mobility, predictable and typically lesser operating costs, minimal to zero infrastructure, rapidly scalable, use of existing licensing and user knowledge; for organisations with a typical PBX posture the benefits are common, all courtesy of the fact it makes sense to maximise what you already use.



### Physical and Travel Expense Cost Displacement

Reduced leasing costs for office space and carbon offsets from lessened travel requirements.



### IT Administration and Deployment Savings

Management via a single platform with reduced costs in PBX admin, equipment, and licensing.



### Save on Automation and Process Improvement

Productivity gains from improved communication and collaboration on a single unified platform.



### Vendor License Cost Consolidation

Consolidate to a single platform versus buying standalone licensing for point solutions.

## Related Services

Our ability to deliver successful end-to-end Teams Voice projects is rooted in our capability and understanding of the wider voice picture. Enabling core Microsoft Teams Voice services for organisations is but a fraction of our Microsoft Voice portfolio, making us a single trusted advisor for developing and executing on a complete Microsoft Voice strategy regardless of its scope.

- Teams Rooms and Meeting Solutions
- Personal Devices and Teams Phones

- Teams Certified Contact Centres
- Compliance Recording and Quality Analytics
- PCI Compliance for Teams Voice
- Session Border Controllers
- Reporting and Analytics
- Skype for Business Server
- Analogue Gateways and Device Integration
- Teams Voice Training

## Why Insight

Insight are a Microsoft recognised solution partner serving more than 70,000 clients with 30 years of experience in helping organisations achieve their IT business goals, we offer unrivalled expertise and innovation in the Microsoft voice space. Customers working with Insight to achieve their communication vision can do so in the confidence that we are the voice partner of choice for many universities and schools. Our historic pedigree dating back to Microsoft Office Communication Server, combined with long standing and mature relationships with leading vendors makes us a best-in-class option for our Teams Voice customers.

**For more information about our solutions please contact your Insight Account Manager, alternatively visit our website: [uk.insight.com](https://uk.insight.com)**