



All-IP:

Navigating the PSTN shutdown

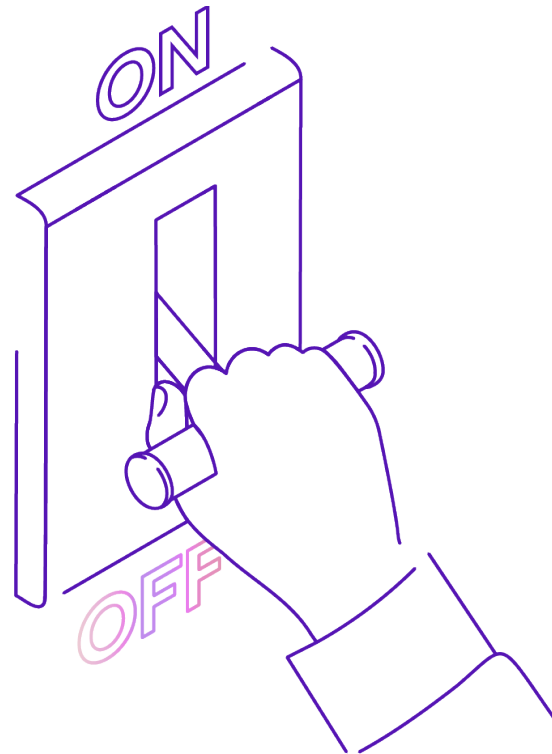
PSTN is on borrowed time

In 2017, Openreach announced that the public switched telephone network (PSTN), the analogue technology that has connected homes and businesses around the world for decades, will be shut down.

Globally, the switch-off process is happening right now – with dates varying by country. In the UK, the switch-off is scheduled for 2025.

Before the old analogue technology is retired, you need to upgrade all of your customers to digital phone services – often referred to as ‘all-IP’. This newer, digital technology can transmit more data at faster speeds, as well as allowing for greater flexibility and scalability.

As an IT provider, it’s important to understand how this will impact your customers’ infrastructure and services. In this mini-whitepaper, you’ll learn how to navigate the PSTN shutdown and what to do with legacy services.



What’s the difference between PSTN and all-IP?



All-IP technology is a type of telecommunications network that uses the internet protocol (IP) to transmit voice, data and video information. This means that all communication is digitised and transmitted as packets of data over the internet.

In contrast, the PSTN is a traditional phone system that uses circuit-switched technology to transmit analogue voice signals over copper wires.

This system has been in use for many decades and is still widely used today.

Because all-IP is an all-digital network, it can transmit more data at faster speeds than the PSTN, and it can handle a wider range of multimedia services, such as video conferencing and streaming. All-IP also offers greater flexibility and scalability, as it can be easily integrated with other digital technologies and services.

Replacing legacy services: simple voice

These could be products like analogue phone lines (PSTN) or feature lines where your customers just make and receive voice calls – perhaps at a branch or remote office.

Replacing simple voice services like these may seem straightforward, but it's essential to consider the options and take the right steps for your customers.

Firstly, in an all-IP world, you need data connectivity to support the replacement voice service, which can

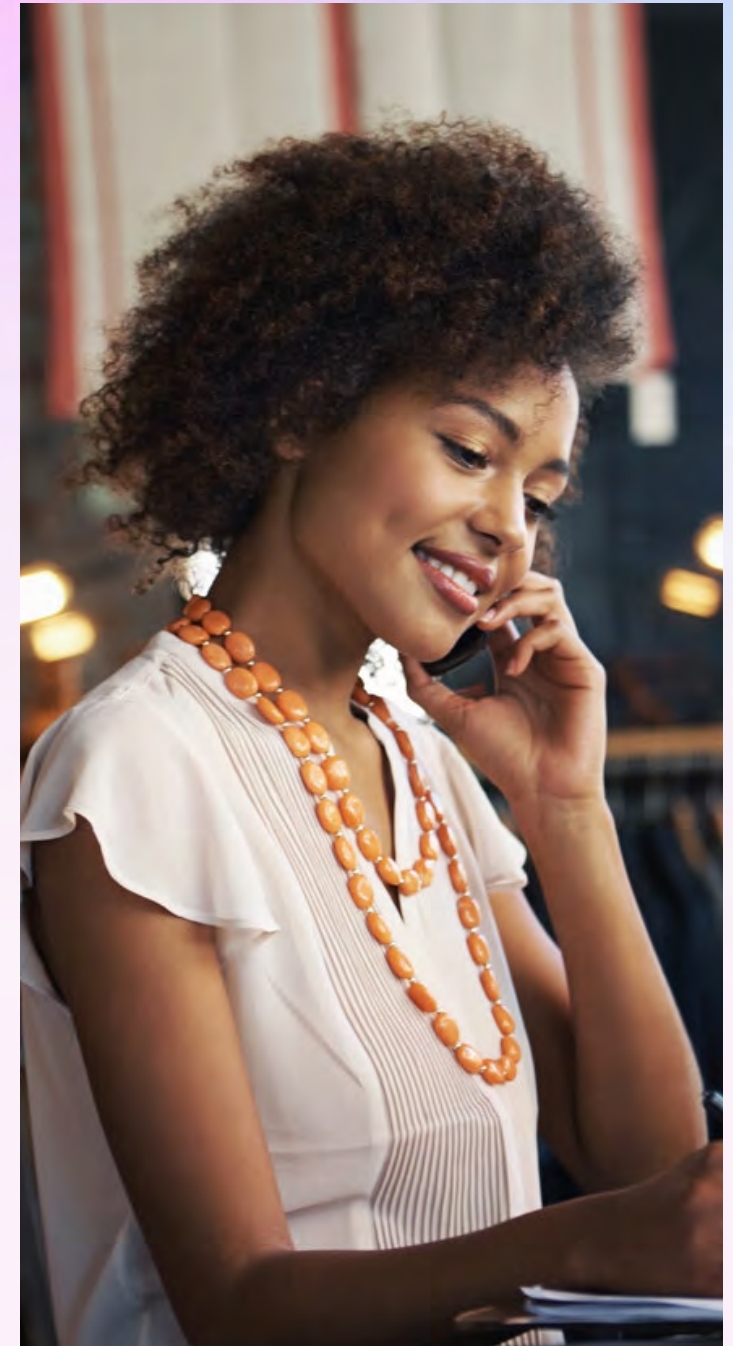
How can we help?

As a provider, you need to identify the optimal solutions suited to your customers' needs while minimising the associated risks during their transformation.

As well as giving you the solutions you need to support your customers, we

be a broadband or WAN service. If there's already broadband or WAN at the location, a new or additional service may not be required. Also, bear in mind that if there are multiple single lines in one location or building, it may not be necessary to replace all of them on a one-for-one basis. An adequately sized data connection can support multiple voice users.

offer a range of Professional Services that make it easy to migrate customers to all-IP while growing your business. You can rely on our expert services in design, project management, deployment, and user adoption to provide you with the necessary support throughout the process.



Replacing legacy services: complex/corporate voice

For complex or corporate voice requirements, such as ISDN2 or ISDN30 products that are connected to switchboards at larger offices or HQ buildings, it's essential to consider how the different options align with your customers' strategies. You should also think about the technology landscape in which your customers operate – not

only in the UK, but also globally, in order to choose the right proposition.

The right mobile and enterprise cloud collaboration technologies can turbo-charge agility and output, but concerns about the potential complexity and costs can hold organisations back.

How can we help?

We offer a host of digital workplace solutions for a more complete, cloud-first collaboration experience, such as device, mobile, streaming or networking solutions.

A more connected workplace can deliver reduced costs and improved productivity, and we'll

help make it happen while taking into account your company's strategy and the current technology landscape. We can also help you manage the complexity and mitigate risks.



Identifying the right solution

Here are some of the questions you should be asking:

- Is your customer looking to migrate voice to cloud collaboration platform?
- Have they invested in significant switch/PBX equipment for which they're looking to maximise return-on-investment?
- Does your customer have critical business lines that need more attention, such as security alarms, emergency lines, machine alerts and business-critical numbers?
- Are they planning to migrate parts of their estate to mobile connectivity?



PSTN switch-off: considerations for special services

The switch-off will, of course, affect any telephony services that depend on PSTN technology. But there are other things that may rely on a PSTN line to work, including:

- **Machine-to-machine lines**
- **Lift lines**
- **Alarm lines**
- **Telemetry and monitoring**

As the PSTN switch-off will impact different services in various ways, it's crucial to understand how dependent services will work after the shutdown. Some special services providers may require PSTN replacement services or compatible equipment, while others are eliminating the need for a fixed connection altogether.

An example of this is where some lift manufacturers or maintainers are opting to use mobile SIMs or intercoms rather than a telephone line.

How can we help?

Firstly, it's vital to find out if the connected equipment is IP compatible. If not, it may need to be replaced or require an analogue terminal adaptor (ATA).

In instances where the special service does not require voice

and the equipment connected is IP-compatible, then you may only need one of our broadband products.

Also, think about the infrastructure: if your customer has multiple services in a single location, you may not

need a separate broadband for each one – an appropriate new service could cope with multiple requirements at once. For telemetry or machine-to-machine requirements, our Internet of Things (IoT) and mobile portfolio can offer viable solutions.

Certain applications may require emulation of PSTN functionality. Please consult your account manager for these instances.

The five-step plan for taking customers to all-IP

We know that every business is different, but you can ensure smoother migrations by following this simple five-step process.

1

Discovery

Focus on understanding your customers and their needs.

2

Design

Work with customers to develop tailored digital workplace solutions.

3

Build

Implement the chosen solution, seamlessly integrating it with existing systems and technologies.

4

Adopt

Help customers achieve faster business results with on-demand end-user adoption training.

5

Innovate

Monitor and manage to ensure continuous improvement and evolution of your customers' networks.

Kick-start the transformation today

Upgrading to all-IP services in advance of the PSTN shutdown is essential for businesses to continue operating smoothly. By considering the factors discussed in this whitepaper, you can ensure a seamless transition to digital services that aligns with your customers' overall strategy and the technology landscape.

We're here to help you navigate this transition effectively. Visit our website to learn more or speak to your account manager today.

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Offices Worldwide

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