



THE BUSINESS STAGE

THE CHALLENGE

COPPER CUT OFF

Traditional analog telephone service will be eliminated in the UK by December 2025. Our client needed to migrate essential health and safety functions from the legacy analog environment to a digital solution. In tandem, external contact center numbers needed consolidation to a single provider for continuity and stability.

THE SOLUTION

- Manage a detailed discovery including site surveys
- Evaluate and recommend a plan for each line
- Liaise with health and safety providers to determine best solutions
- Manage the cease of eligible unused lines
- Prepare and migrate the remaining estate
- Manage the cleanse and port of 300+ Toll Free numbers
- Track savings and refresh documentation

Acting as an extension of the client's team, The Business Stage evaluated the estate, ceased redundant services, and migrated eligible services to the client's digital telephony solution.

Our client, a leading FTSE 100 company, is now free of aging copper technology well in advance of the regulatory deadline.



THE RESULTS

Annual Operating Expense Reduced by **50%**

- 70% reduction in lines
- Replaced expensive customer facing numbers
- Reduced toll free suppliers by 65%
- Gained control of business critical numbers
- Implemented a simplified process for future orders
- Well positioned for future contact center migrations

CLIENT TESTIMONIAL

"The Business Stage has been an indispensable partner for over 20 years, consistently delivering exceptional results. In this project, their expertise shone through as they seamlessly orchestrated the shift from PSTN/ISDN2 to SIP, effectively coordinating with suppliers and ensuring timely completion. Their proactive problem-solving and meticulous attention to details, such as porting and stakeholder communication, played a pivotal role in the project's success.

Their contributions extend beyond mere project milestones, encompassing a deep sense of collaboration that has significantly enhanced our Unified Communications infrastructure. We are privileged to have The Business Stage as a partner."

Client's Technical Lead - Unified Communications

About

The Business Stage is a certified woman-owned (WBE) IT consulting firm with expertise in managing voice and data projects and operations in multi-location, multi-vendor environments.