



THE BUSINESS STAGE

# Cloud Phone Migration —●●●

## THE CHALLENGE

Our client, a leading Financial Times Stock Exchange (FTSE) 100 company, needed to migrate an aging voice infrastructure to a unified cloud-based solution.

Detailed site information was missing, and the company needed to complete the migration within 18 months due to existing end-of-life solutions. Global and complex in scope, and with key information missing, the client needed a resource to quickly and accurately prepare for the migration and partner with them to deliver the solution.

## THE SOLUTION

*The Business Stage was engaged as the voice subject matter expert (SME) to manage a detailed discovery and to develop the migration roadmap for 100+ sites. Using our extensive voice services knowledge and understanding of the client's legacy and proposed environments, we collaborated on the low-level design for each site as well as the overall high-level design for the project.*

*With the detailed site preparation complete, the migration journey started – with an aggressive 9-month deadline. The Business Stage provided the foundation for the team, created an overall migration plan and schedule, and led kick off sessions for every site. Integrated with the project management team, we continued as the SME throughout the entire project, and were pivotal in liaising with all external and internal partners to deliver the project outcome.*



## DELIVERY



- Zoom Phone Implementation at 100+ sites in 3 dozen countries across all global regions



- 5000 Zoom softphones deployed; 1800+ Zoom handsets acquired and deployed



- Rolled out 50+ ATAs with 350+ devices
- Ported 7000+ DDIs across 32 sites in 10 countries

- Coordinated with 60+ internal resources and 60+ external partner resources
- Scope executed in aggressive 9-month timeframe

## OPERATIONAL



- Retired legacy PABX's at two large supply sites



- Upgraded and integrated an aging, yet critical, health and safety solution

- Reduced analog device estate by 70%

## FINANCIAL



- Ceased 400+ billing records across 15+ telecom suppliers
- £1M in annual savings

## THE RESULTS

With the partnership of The Business Stage, our client completed their project at the pace required, and a unified and agile voice solution was implemented with over **£1M in annual savings**. Detailed implementation records and site profiles were delivered, and the voice estate is now well positioned for in house support and future migrations.



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# Client Testimonials



“The Business Stage were fundamental to the success of the project from the outset and throughout. The depth of knowledge they have is simply staggering, no stone was left unturned, and they maintained their professionalism internally and with many external IT partners to ensure the project outcomes and benefits were delivered.”

*Client’s Senior Program Manager*



“The Business Stage has been instrumental in our Zoom Phone deployment project. Carol Jewett was one of the key members of our team where she and her team brought in major expertise in the telephony domain. Taking participation in making fundamental strategy to tracking cost savings, they were involved in many aspects of governance. It is important to call out how efficiently and professionally they’ve performed the job, which helped us to deliver the project on time.”

*Client’s Manager of Unified Communication*

## 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.