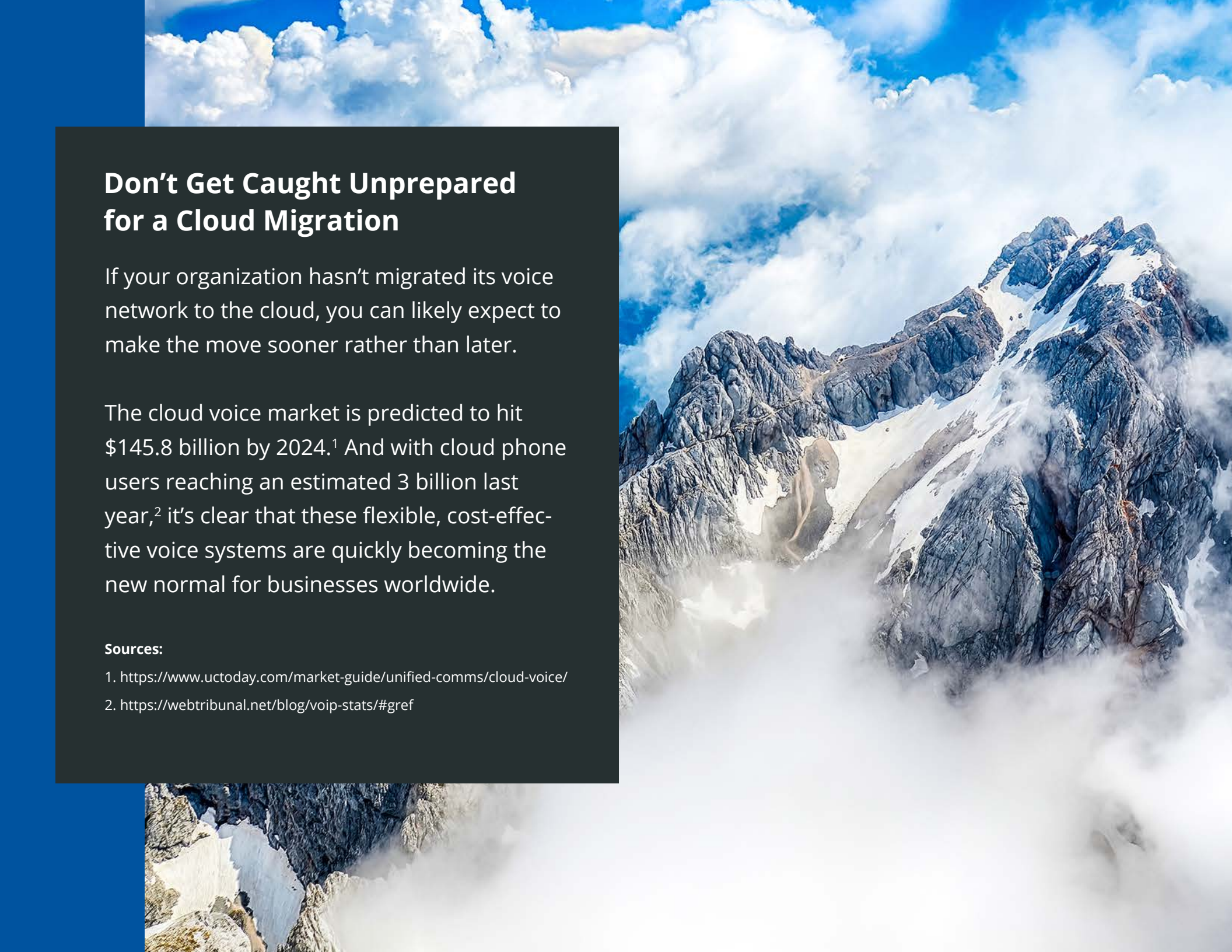


Preparing Your Voice System for Cloud Migration: Challenges and Solutions





Don't Get Caught Unprepared for a Cloud Migration

If your organization hasn't migrated its voice network to the cloud, you can likely expect to make the move sooner rather than later.

The cloud voice market is predicted to hit \$145.8 billion by 2024.¹ And with cloud phone users reaching an estimated 3 billion last year,² it's clear that these flexible, cost-effective voice systems are quickly becoming the new normal for businesses worldwide.

Sources:

1. <https://www.uctoday.com/market-guide/unified-comms/cloud-voice/>

2. <https://webtribunal.net/blog/voip-stats/#gref>

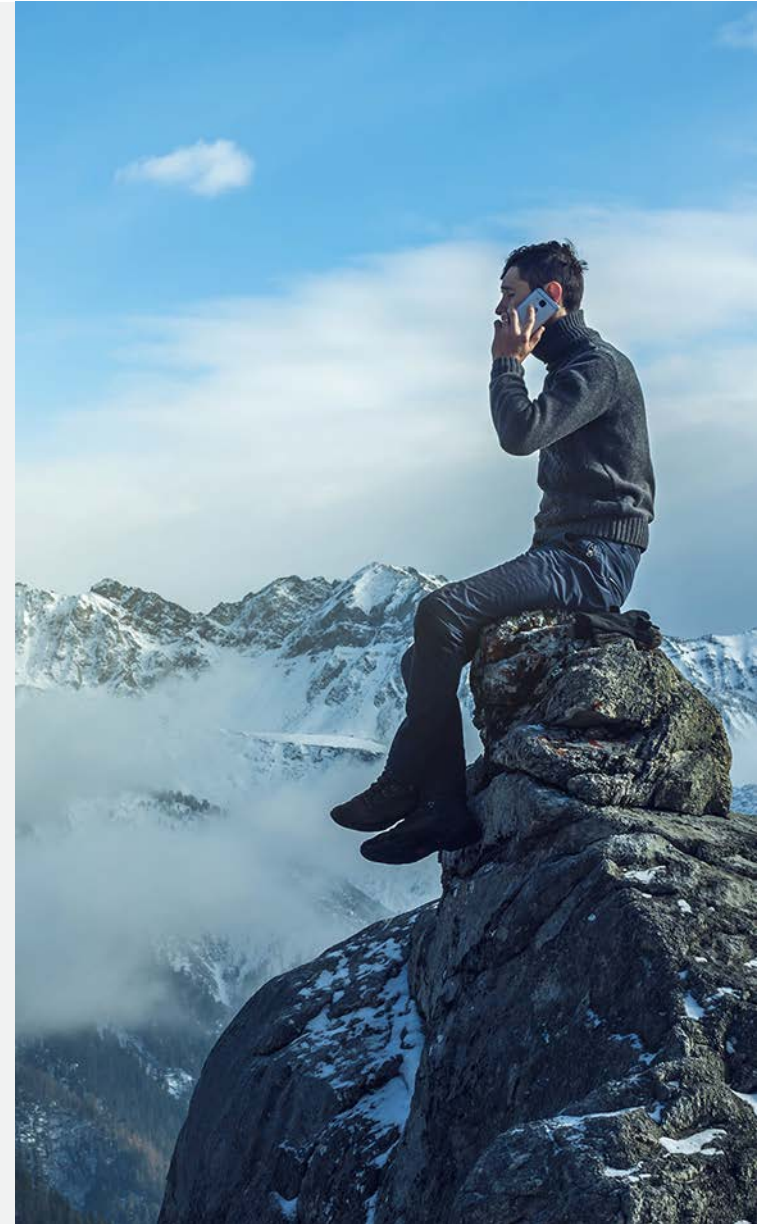
Overcoming Voice Network Challenges

No matter the size or scale of your business, moving your voice network to the cloud can help you overcome difficulties such as:

- ✘ Unreliability - Traditional phone systems are more susceptible to power failures and outages, significantly impacting your operations and productivity.
- ✘ High Costs - Studies have shown that companies typically save between 50-75% on costs after switching to a cloud-based system.³
- ✘ Maintenance - While you're responsible for maintaining and updating your on-premise system, your cloud provider handles those tasks after migration.

Source:

3. <https://financesonline.com/business-phone-systems-statistics-analysis-of-trends-data-and-market-share/>

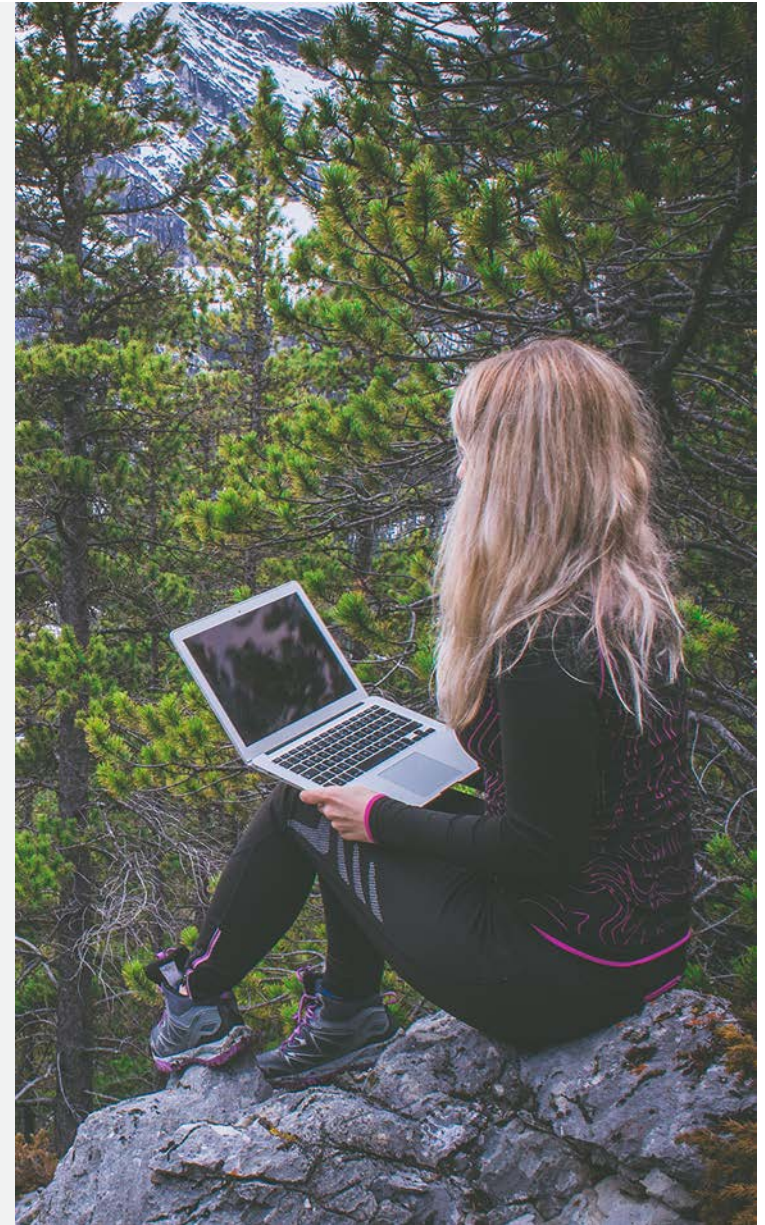


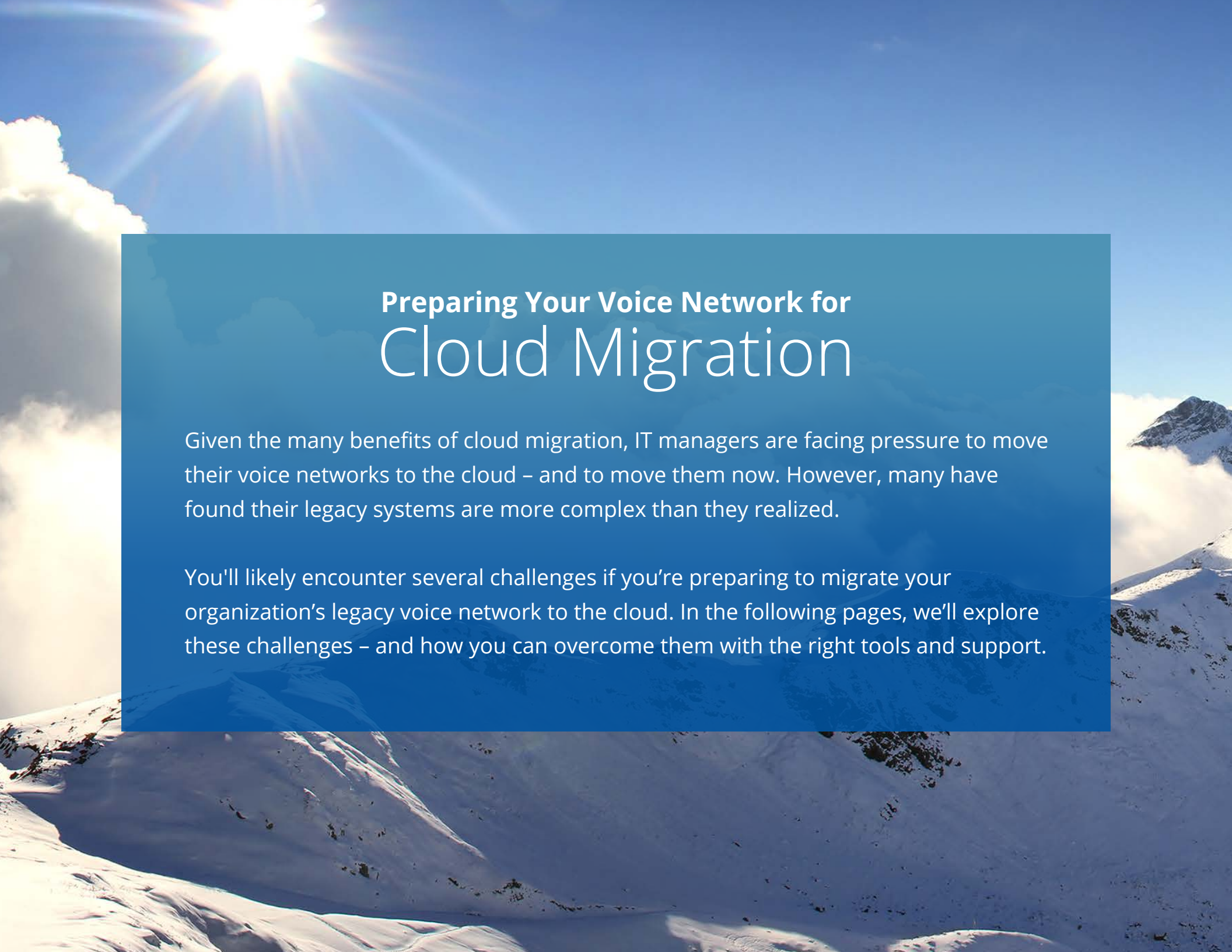
Overcoming Voice Network Challenges (cont.)

- ✗ Scalability - Expanding an analog phone network as your business grows is expensive and time-consuming, but cloud voice systems can quickly scale as needed.
- ✗ Remote Work Support - Cloud voice systems allow businesses to support remote and hybrid work initiatives, which is critical given that 76% of employees say they're more willing to stay with their employer if allowed work flexibility.⁴
- ✗ Productivity - Legacy systems lack advanced productivity features that most modern systems include, such as conversation intelligence, multi-line IVR, and more.

Source:

4. <https://www.smallbizgenius.net/by-the-numbers/remote-work-statistics/#gref>





Preparing Your Voice Network for Cloud Migration

Given the many benefits of cloud migration, IT managers are facing pressure to move their voice networks to the cloud – and to move them now. However, many have found their legacy systems are more complex than they realized.

You'll likely encounter several challenges if you're preparing to migrate your organization's legacy voice network to the cloud. In the following pages, we'll explore these challenges – and how you can overcome them with the right tools and support.

The Challenges of Preparing Your Voice Network for Cloud Migration



Project Scope

If your organization is large, determining which phones are connected to which lines, how many connections there are, and which of those connections are in use can be a time-consuming process for many cloud providers.



Delegation

If your team lacks advanced cloud knowledge, it can be difficult to determine who should be responsible for carrying out your migration strategy and ensuring it runs smoothly.



The Challenges of Preparing Your Voice Network for Cloud Migration (cont.)



Inconvenience

Many worry the cloud migration process will take too long and ultimately end up inconveniencing too many people within their organization. Without knowing the full scope, your cloud provider may be unable to determine an accurate project timeline.



Automation

Automation tools can help you simplify the migration process, especially if you're transferring tens of thousands of numbers. However, you or your cloud provider may lack the resources needed to build these tools at the scale you need.



Simplify Your Cloud Migration With



While these challenges may seem daunting, you don't have to go it alone.

Many cloud providers have experience serving smaller teams with tens or hundreds of users, but haven't handled large-scale voice network migrations. ECG's expert engineering staff can provide the expertise and support your cloud provider needs to ensure your cloud migration project is successful, no matter how large or complex.

How Does ECG Help?

ECG has years of experience helping enterprises successfully implement cloud-based voice and data networks. We'll help you uncover the critical components of your voice infrastructure to ensure your project is scoped accurately and all your bases are covered.



No matter how large your network is, we provide the tools you need to tackle your cloud migration.



We'll help you achieve success, even if your cloud provider lacks the resources needed for a large-scale project.



How Does ECG Help? (cont.)

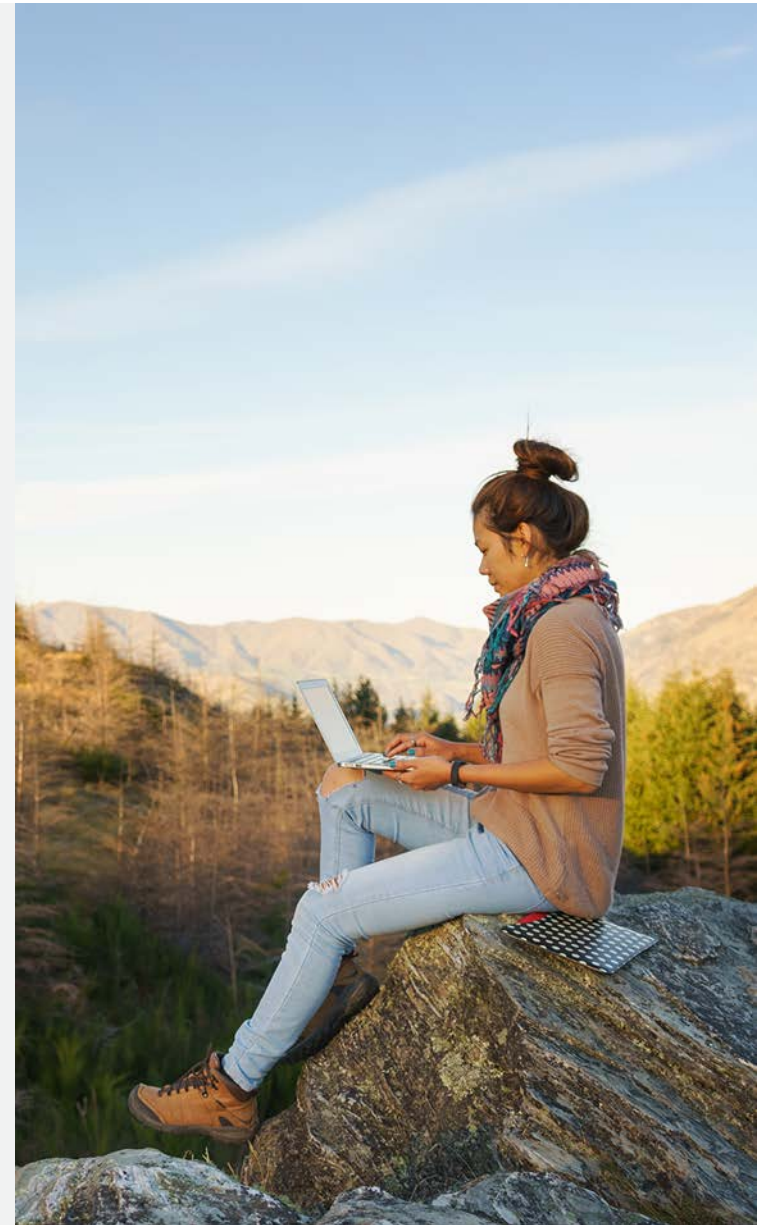
Large-scale voice networks often have too many lines and connections to transfer easily during a cloud migration. Managing these with spreadsheets is virtually impossible without error, which is where automation tools come in.



ECG can develop tools specific to your needs to automate the processes smaller companies might manage manually.



We'll help you automatically transfer tens of thousands of users accurately and efficiently.



ECG:

Your Partner in Cloud Migration Success

Migrating to the cloud doesn't have to be a challenge for large companies. No matter how complex your project, ECG has the knowledge and expert tools you need to achieve large-scale cloud migration success.

If you're struggling to prepare for your cloud migration, our engineers can help. We'll discuss your goals and brainstorm solutions to any problems you face.

Contact us today

to get started with a no cost, obligation-free consultation to see how we can help.

