



5 Delays to Avoid When Upgrading Your Telecom System

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So, you've identified it's time to upgrade your telecom system. Whether it's the cost savings, scalability, or simply better features offered in a VoIP platform that got your attention, the good news is you've made the decision and are well on your way to improving your communication by replacing your outdated equipment. But there's work to be done. Upgrading a telecom system and managing the transition can become a full-time job, especially for organizations that don't have the manpower or time to manage the upgrade while working their regular hours.

This guide will help you recognize possible delays of upgrading your telecom system before they happen, and help you navigate through these delays to ensure a more successful installation.

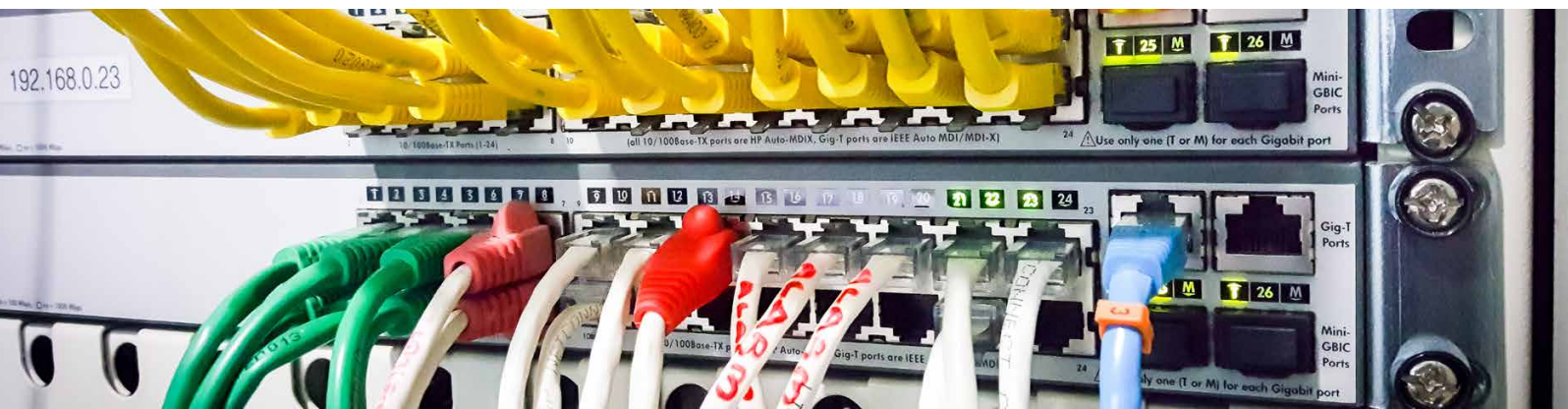
DELAY #1

INSTALLATION

Without the help of a support team, learning to set up and use the equipment is one of the first obstacles to hurdle when upgrading your telecom system. Burying yourself and your team in cables, manuals and networking issues isn't the most inspiring way to usher in new technology.

Solution: Keep it Organized

When installing your service, take it one step at a time. If you try to make multiple changes all at once, you may complicate the original issue, especially when networking, LAN, and phone and voice quality problems can arise. You don't want to compound one issue into multiple problems.



DELAY #2

TRAINING

Getting your entire team on board is essential for successfully implementing a new business solution. Your staff will benefit the most from the upgrade, so it's critical that they know how to use the system, and perhaps more importantly, know how to troubleshoot and handle issues on their own.

Solution: Create a Plan

Start by writing out everything your employees will learn and need to know. Structure the training so it begins with the simplest, foundational information. Then, lead up to more advanced training. The skills and knowledge should build upon the previous session.

DELAY #3

LIAISING WITH SERVICE PROVIDERS

Communicating with any organization outside your own framework can lead to bottlenecks, frustration, and time wasted. Telecom carriers are no exception. Cutting through the bureaucracy takes patience and experience to get the results you need, especially when technical language is used during the upgrade. It's also important to remember that the initial liaison is just the first step in your relationship with your service provider. Service providers are a key cog in your overall telecom system, and working with them will become an ongoing process that will require its own management and set of project assignments.

Solution: Ask the Right Questions

Asking the right questions upfront can avoid future delays with your system, help you establish your team as a unit that expects the highest quality of service, and ensures you aren't viewed as "just another client." Telecom providers deal with thousands of clients and aren't always available when you need them, so being prepared when you speak with them is essential to moving forward with a successful installation.

Example Questions

- How do we ensure that we capture all existing numbers/services?
- Will you have a dedicated project team/dedicated PM for our project?
- What will the porting process look like?
- What will the lead time be to scheduling each port/cutover?
- How do you notify customers of a service disruption?
- What are the support procedures?

Convergent provides experts that can work with your carrier and handle all the details and hurdles that can arise during your project. **Call 585-770-1000** to discuss how we can customize our services for your project.

DELAY #4

PHONE MANAGEMENT

Each office or business is different. Locations vary, needs change, and audiences, stakeholders and internal teams come and go. Flexible and fluid management of your phone system is essential to remaining in control of your business's moving communication parts. And it's not just plug in and go. There are various steps to phone management like setup, unboxing, assembling, organizing and labeling the phones, as well as patching cables. Once set-up is complete, ongoing management is required for upgrading technology, firmware installation, troubleshooting and moving hardware from one area of an office to another.

Solution: Engage an Expert

Since VoIP platforms carry their own set up advancements, your IT team may not have the skills or experience to handle this type of phone system. An expert in VoIP platforms will be able to plan and implement each step of your phone management and foresee larger technical and organizational problems that may arise. For instance, an expert will be fully versed in your VoIP project schedule, be able to answer any user questions, provide assistance to your staff, and have prior knowledge of your staff and any phone issues that are specific to them or their department.

DELAY #5

PROJECT MANAGEMENT

Upgrading a telecom system requires a host of checkpoints before, during, and after the set-up is complete. We recommend a project management team that can oversee the project from start to finish and handle all planning along the way. This is where it helps to work with a partner who understands all telecom systems.

Solution: Partner with a VoIP Project Management Team

Telecom deployment project management includes a variety of features that your IT team likely won't have experience with, like overseeing the migration of thousands of phone lines and analog phones to a new system. But it's not just project management. VoIP platforms requires a specific team to deal with technical and organizational speed bumps to maximize efficiency both internally and externally, such as:

- Dedicated Manager for one single point of contact
- Detailed Project Meetings with key personnel
- Data Gathering to ensure all features are accounted for
- Web-based Management Tools for ease of use
- Staff Training
- Carrier Liaison
- Ongoing Support

With over 40 years of experience in the telecommunications industry and an accomplished history of helping small, medium, and large complex organizations get organized with their VoIP system, Convergent helps you upgrade your telecom system in less time, on budget, and with a fraction of the stress.

Learn how Convergent can save you time and money on your upcoming telecom install. Contact us today.

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