



Breaking Telecom **Bottlenecks**

convergent

Bottlenecks are often unavoidable during a large project like a telecom upgrade. But having systems in place that help you minimize bottlenecks and break through them seamlessly provide you with a big advantage when it comes to VoIP deployment. Confronting telecom bottlenecks with the right solutions can reduce the time of the project and will typically save money throughout the process. Here are some common telecom bottlenecks that may occur during your VoIP deployment, and how you and your team can address them in the most efficient way possible.

INSTALLATION

BOTTLENECK

BREAKER

Poor Internet Connection

A bad internet connection can derail your telecom upgrade before you begin. Get this early-stage bottleneck out of the way by contacting your internet service provider to find out your options in case your telecom provider suggests updating or changing your internet connection. This tip will save you time and prevent your project from moving backwards instead of forwards.

Liaising with Carrier

Cutting through the bureaucracy that comes with communicating with your carrier takes patience and experience, especially when speaking in technical language. Break through this bottleneck by asking the right questions upfront or partner with a VoIP upgrade expert to handle these communications on your behalf. You'll avoid future delays with your system and establish your team as a unit that expects high-quality service.

Phone Management

There are various steps to phone management like setup, unboxing, assembling, organizing, and labeling the phones, as well as patching cables that can hinder your installation. Discuss with your IT team whether partnering with a telecom expert makes sense for your project. An expert will be fully versed in your VoIP project schedule, be able to answer all technical user questions, provide phone assistance to your staff, and have prior knowledge of any phone issues that are specific to your staff or their departments.

EMPLOYEE ENGAGEMENT

BOTTLENECK

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Buy-In From Staff

When changing to a new system, getting your staff on board can be a challenge. Introduce them to the positives and benefits that they'll gain, like how your telecom upgrade will help them succeed in their individual roles, help them make/take more calls, provide on-the-go communication, and improve their relationships with each other and their clients/customers.

Inefficient Training

There's nothing more demoralizing for your staff than poor training that wastes their time. Training already takes away from your staff's regular routines, but there is a clear light at the end of the tunnel. Plan out and share each step of their training so they are aware of your expectations. Address ways your staff can maintain their current workflow while training and upgrading takes place. It can also help to appoint certain staff members as "training leaders" to lead smaller groups through the process. Empowering your staff is key to successful training.

Lack of Technical Knowledge

You won't learn all the technical jargon and knowledge needed to become an expert in your telecom upgrade, but you can certainly learn what's important so when you hit a snafu you'll know how to troubleshoot. Regardless of your tech knowledge, you'll want to keep your installation organized. Take your upgrade one step at a time. If you try to make multiple changes or try to tackle too many tasks all at once you may create an issue especially if networking, phone and voice quality problems arise. This is where a telecom partner can help.



PROJECT MANAGEMENT

BOTTLENECK

Too Many Points of Contact

BREAKER

Nothing slows down a project more than varying opinions, office politics, and preconceived notions. Work with a dedicated project manager or management team that facilitates your upgrade through the entire process, so you have just one professional point of contact. A project management team establishes detailed project meetings with key personnel within your organization to clarify every need and expectation. They can oversee your project from start to finish and handle all planning along the way.



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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