



Bespoke Telephony Solutions

BTS Hosted Voice

The Implementation Path

Bringing your team together

We are with you all of the way

Our goal is to make sure that your implementation is on time and budget. To make sure that happens, we follow a time tested implementation plan.

- 1 The pre-sales team agree a specification with you. This is the plan that will form the basis of your final system & the core specification that you sign for. Fine tuning can be done to help you accommodate discovery through the project management process. The implementation clock starts ticking.
- 2 You will be allocated a project contact who will guide you through the next steps and answer any queries they have. They'll also allocate any small tasks to you that are required, like generating a up-to-date extension / user list of your existing system.
- 3 Our Public Network Team start work on your requirements. If your existing numbers need to be ported to us, the process usually takes a couple of weeks, subject to documentation. If you just need new numbers, we'll issue those within a couple of days. The work of our number porting team will continue while the rest of your project proceeds
- 4 An implementation timescale will be agreed with yourselves - the whole process from start to end usually takes less than 4 weeks and is usually possible in 2 . We schedule in a changeover date and then make sure that number ports, handset configuration and training program are arranged around that.
- 5 Once the system is handed over to you and your training has taken place, we hand over your care to our support team. The system is yours and you will be enabled (if you wish) to make changes yourself. - after all, it is vital that you feel comfortable and are a "master of your own destiny".

Overall timescale - 10 to 21 days in most cases

