

# What's New - Hosted PBX

MTUG

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# Hosted PBX at Fairchild

## Background:

- “Cloud First” strategy, non-core business apps
- Google Apps, Salesforce, Workday, Concur, Meraki/Cisco APs, AWS, etc
- Telephony not a critical business function, we don't direct market, phone outages have no impact to production
- Embedded PBX/voicemail systems base getting old, end of life and support

# Hosted PBX at Fairchild

- Explore “cloud-based” options, Skype, SIP and “traditional” hosted PBX offerings
- Cost and “doing more with less” are also factors
- Not cost effective (large office), not easy to use, required on premise hardware, SBC or MPLS network
- Heard about Switch.co at Google confernece, had some experience with Uberconference

# Hosted PBX at Fairchild

- We did a trial of Switch.co at new office, with positive feedback
  - Call quality
  - Ease of use
  - Features such as sending a call send to multiple numbers such as a Cell Phone, voicemail to email inbox, contacts,
  - End user management and central management.
- Goal this year is convert all US small offices (10 or less people) to Switch.co

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## Pros/Cons/Challenges

- Change management
- Use computer, headset instead of phone
- Adequate broadband
- Cost effective for large office at \$15 per line for unlimited domestic usage?
- International numbers?

Long term strategy: In 5 years to have the whole company on one dial plan/voicemail with no on-premise hardware to support