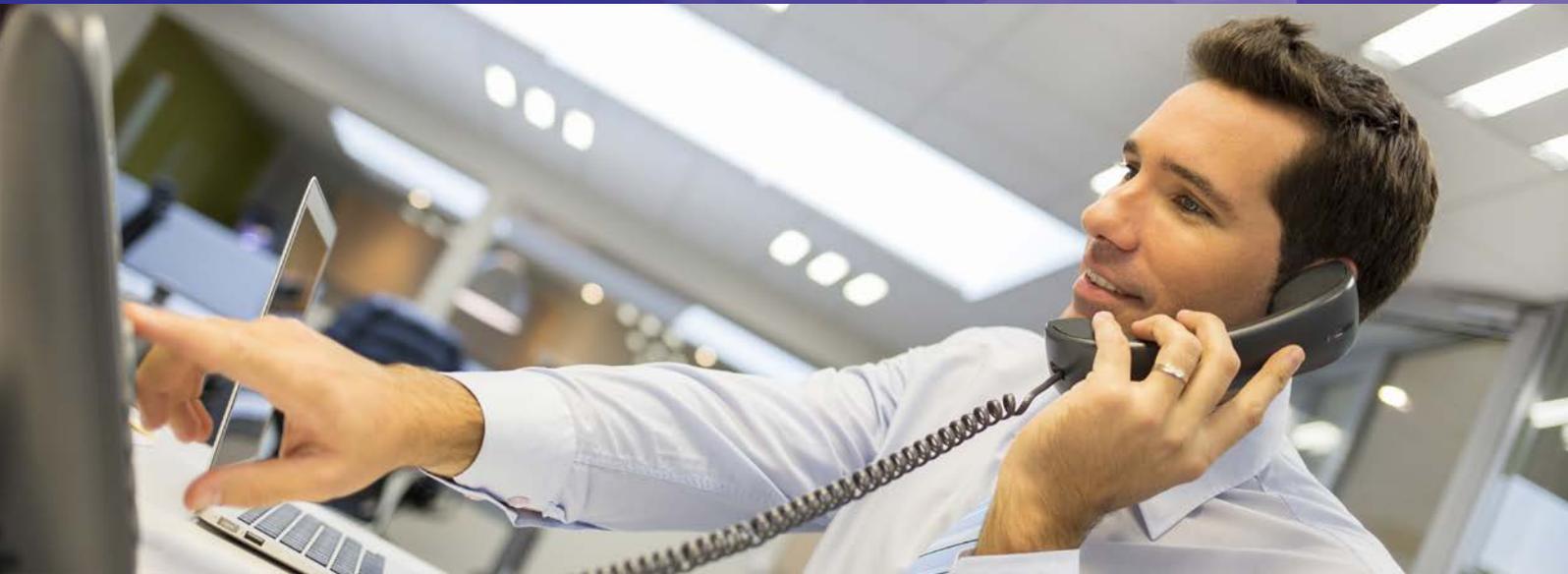


Solution brief.

# Keeping you in control during technology change. with BT smartnumbers



Implementing new technology, such as SIP, can improve the way staff communicate, delivering a number of operational and cost benefits. However, 'big bang' business transformation imposes significant risk.

## Technology to support business change.

Unforeseen incidents such as failed line installations and delayed number ports can lead to calls into your organisation not being answered, creating business disruption and unhappy customers.

These challenges are compounded if you have complex telephony infrastructure, multiple sites or a variety of PBX's across the country.

## Minimise business disruption.

Moving from traditional to IP based telephony often creates periods of disruption and network downtime. BT smartnumbers enables you to keep disruption to an absolute minimum. Your numbers are moved to the BT smartnumbers cloud at your convenience ensuring calls into your organisation are not interrupted.

## You're in control, with BT smartnumbers.

BT smartnumbers is a cloud-based service that removes the dependency on your PBX, local PSTN or SIP exchange, and puts you in control to route calls to any location or technology, DDI by DDI. This means that even if your telecom estate comprises of a mixture of SIP and ISDN networks your calls will be answered and your customers connected.

## Migrate at your own pace.

Using the BT smartnumbers portal you have centralised management of your whole telecoms estate. This allows you to create a phased migration to SIP, moving individual departments or even individual DDIs to ensure correct configuration of your SIP network.

Solution brief.

# Keeping you in control during technology change.

## An enhanced voice network

In addition to providing control during the migration to SIP, BT smartnumbers continues to monitor your network, enhancing business continuity.

### **Increases resilience and business continuity**

The smartnumbers service continuously monitors call delivery into the corporate voice network. When network or hardware failures are detected, calls are automatically diverted to predefined backup numbers, DDI by DDI. This insures that no matter what failure takes place, your customers calls will continue to be answered.

### **Instantly divert your calls anywhere, any time**

BT smartnumbers enables you to instantly redirect your DDIs to any type of end destination number. For example during disaster recovery situations you could redirect calls to employee mobile phones, home landlines or a personalised announcement service, even if you are unable to access the telephone system.



Offices worldwide

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