



Smoothing the migration between cloud collaboration and contact centre platforms

Cloud session layer provides the scalability and flexibility needed when choosing your voice infrastructure. With seamless integration and freedom of platform choice, it boosts collaboration and effective working – and extends your business continuity options.

The shift towards hybrid working and the move away from traditional voice infrastructure is fuelling the adoption of cloud-based voice and unified communications solutions. Most organisations now are working across multiple collaboration platforms, as they build a hybrid working strategy that can flex to meet their changing needs.

However, multiple tools create complexity. And switching between platforms can make communication and collaboration more time-consuming, and more expensive. At the same time, moving numbers from legacy systems can be a real headache, and often it can only be done in large number ranges.

But it doesn't have to be like that.

Introducing cloud session layer

We've channelled our expertise in delivery of voice transformation programmes to provide high-quality cloud calling across the major cloud platforms.

Cloud session layer securely manages all your interactions with cloud collaboration applications like Microsoft Teams, Zoom, Webex or contact centre platforms, optimising your connectivity to support your users with consistent experiences anytime.

Our solution allows you to deploy and move users between clouds at a pace that suits you. And you can take advantage of this flexibility when you're moving from legacy voice to cloud, or from one cloud to another (in multi-cloud environments).

Meeting the challenges of cloud migration

Moving your infrastructure to the cloud to deliver excellent collaboration experiences involves a number of challenges that our cloud session layer solution will help you tackle:

- 1. Avoid inflexible, time-consuming, and costly migration.** Simply repoint individual or groups of users across a common voice network within days to keep control of timescales, costs and business continuity during migration.
- 2. Reduce the pressure on your internal IT teams.** We'll manage deployment and in-life changes for you – while you make calls between platforms completely free of charge, with Microsoft Teams, Zoom and Webex working together.
- 3. Reduce inefficient front and back office communication.** The free flow of communication throughout an organisation enables seamless collaboration between front and back office or legacy and cloud platforms – enhancing the customer and user experience.
- 4. Mitigate lack of disaster recovery platform and security measures.** Our user adoption services help you ensure your people are using their apps securely, enhancing security and avoiding reputational damage.

Flexible, high-quality, and cost-effective global voice solutions

By bringing your numbers onto GSIP, cloud session layer can support you in moving your users onto your chosen communication client at your desired pace. We can take care of all number configuration and user training for you, both at the time of your transformation and in-life. This means you can move users between clouds, knowing any change will be managed smoothly and efficiently. And you can be confident that you're getting the most out of your technology investments.

This simplified voice migration path means your employees retain their known phone numbers, while we manage the required configuration behind the scenes.

Our implementation process

When you choose to partner with us to implement cloud session layer, the typical approach will include:

1. Your BT account team discusses your number migration needs
2. We supply a data capture form for you to fill in
3. We check the form and get in touch if we need any more details
4. We check your requested moves, identify internal details (BT trunk group ID, BT SIP trunk ID, BT site ID, etc.) and see if any features are active on the trunk(s) (i.e., call forwarding)
5. You meet our team to review the details of the requested number moves
6. We coordinate and confirm a date and time to move the numbers
7. We send an email to confirm everything has been done
8. We update our inventory to reflect the changes

Why work with us?

Simpler, more flexible migrations

- With the ability to move individual or groups of numbers rather than entire ranges, you get more cost-efficient and flexible migration.

Superior global voice quality

- Available in 27 countries* subject to local regulations.
- Our resilient solution is backed by enhanced performance monitoring, analytics and incident management, to give you a brilliant user experience.

Lower cost maintenance and free calls

- Cloud migration means you can significantly reduce the cost of managing and maintaining your physical infrastructure – and keep calls on-net (free of charge) between platforms like Microsoft Teams, Zoom or Webex.

More secure and compliant collaboration

- We've worked through the compliance aspects of every country. And all our solutions come with built-in, end-to-end security and dedicated anti-fraud teams and resources.

More sustainable infrastructure

Our global voice network, built from the ground up on Azure, will help accelerate your journey to net zero. Our new managed voice infrastructure is:

- up to 95% more energy efficient than traditional on-premises setups
- powered by 100% renewable energy
- backed by a customisable dashboard providing you insights on your carbon emissions.

*as of July 2023

What could cloud session layer do for you? Visit bt.com/global

Offices worldwide

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