



# Migrating From ISDN to SIP – A Roadmap

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## Migrating from ISDN to SIP – A Roadmap

Moving your business telephony from ISDN to SIP Trunks should not be a headache. With foresight and careful planning, the process is straightforward and will not result in any downtime or loss of communications during the migration process.

But it is important to plan ahead and have a clear picture of your current business telecommunications network, before migrating, and what your network will look like afterwards. With your expectations clearly defined your SIP provider will then be able to manage the process for you.

This is what the migration process should look like.



### Document your requirements

Audit your existing business telephony systems including:

- Number of phone numbers DDIs
- Freephone numbers
- Local numbers
- Redirects
- Voicemail
- Call queues
- Voice recordings
- Touch-tone button systems
- Dedicated numbers
- Extensions
- Business mobile numbers



### Define expectations

SIP Trunks offers solutions to common issues that are not possible with legacy systems. Use these value adding benefits to develop your specification:

- Reduce costs
- Capacity
- Unified Communications
- Remote working
- Better business continuity





### Draw up a plan

Document what have that you want to keep; phone numbers, extensions, voicemail, automated services, redirects etc. Add on all the extras that you can get by migrating to SIP and look for flaws and areas that can be improved further.



### Choose a SIP provider

The following five points will help you benchmark different providers:

1. **Security** – what security and data protection measures will keep you and your users safe?
2. **Support** – check out Service Level Agreements and customer support.
3. **Communication** – do they speak to you in jargon or do they ensure everyone understands each other?
4. **Price** – are they competitive, but do their prices also reflect the level of service you require?
5. **Connectivity** – do you have enough bandwidth, or will you need to increase this to use their services?



### Prepare for migrating to SIP

With your SIP provider identify what additional equipment or services are required. This could include:

- **Increased bandwidth** – your Internet connection will need to handle voice data and therefore you may need more bandwidth.
- **PBX** – your existing PBX may not be compatible with your new SIP service and so you will need to upgrade to an IPBX.
- **IP phones** – check to see if your existing business phones are compatible with SIP calls.
- **Switches** – with your business telecoms network clearly mapped out, your SIP provider will be able to advise you on what switching infrastructure you need.



### Installation and testing

At this point you can hand over the migration process to your SIP provider who will manage the installation and testing. Put your new telephony system through its paces by testing it against your plan paying particular attention to the procedures outlined in your Business Continuity Plan.





### Porting numbers and switching off ISDN

Once you are confident that your new SIP services meet your expectations it is time to port phone numbers to the new service. With business phone numbers, this can take around 14 days depending on your existing provider and the porting agreement in place. Once you have confirmation that these numbers have been ported you can switch off your ISDN service.

As you can see it is a straightforward process when the planning is put in from the start. With a comprehensive audit of your current business telephony network and a clear picture of what you want to achieve by migrating to SIP Trunks, it should be a successful migration and your business will soon be benefiting from the savings and increased productivity that SIP Trunking can deliver.

If you would like to discuss your requirements in more detail or any of the points in this roadmap, please get in touch. Call **0800 054 2576**

