



The Phone Switchover & Impact on Businesses

techUK Briefing

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FarrPoint

Independent Technology Consultancy

- Supporting Welsh Government to understand impact of the switchover across the public sector in Wales
- Closely involved in technology enabled care since 2015, focussing on switchover impact
- Work on the impact of the switchover across sectors
- Helping clients to meet their digital connectivity and telephony needs





What is the Digital Phone Switchover and why does it matter?



The Switchover

- Any equipment / system connected to a telephone line is potentially impacted.
- Systems may:
 - Not work with digital telephone line
 - Not be reliable when operating over a digital telephone line

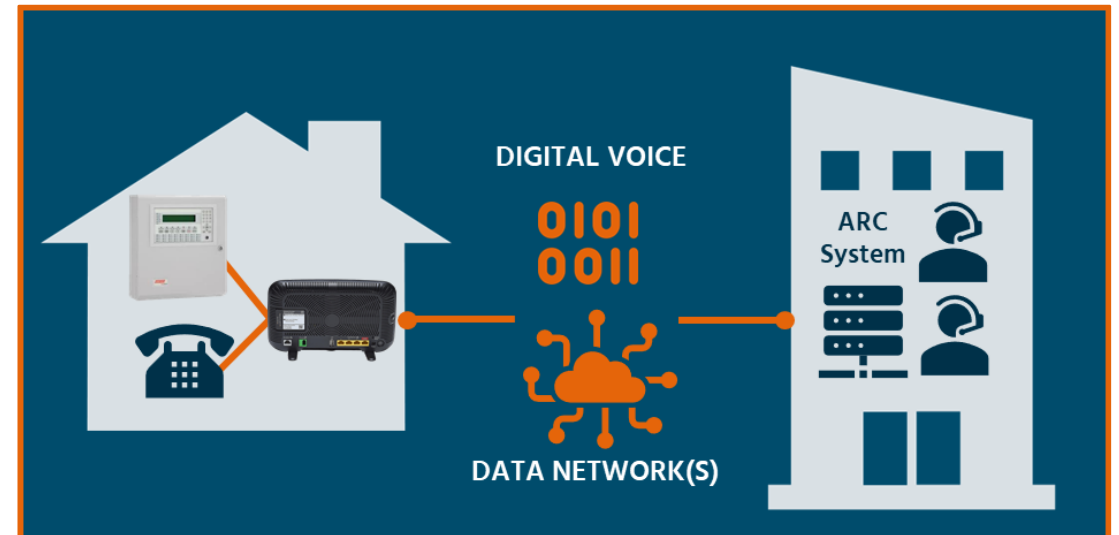
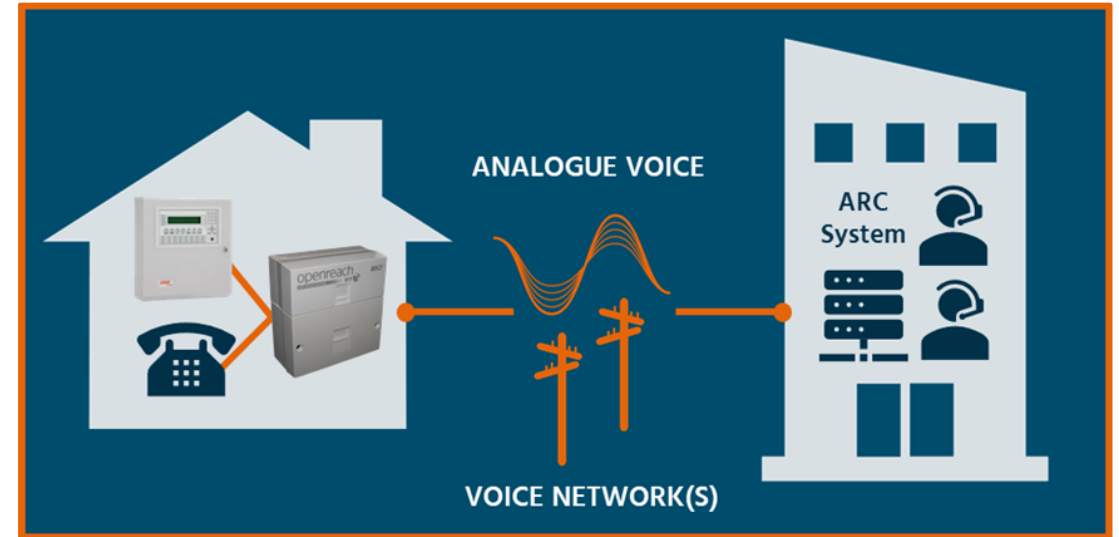
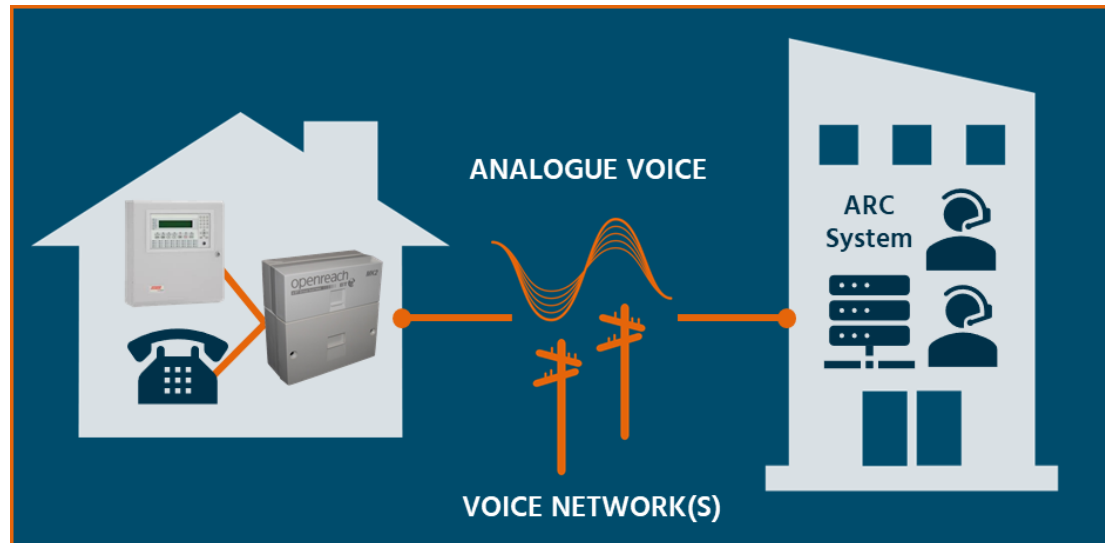


Image sources: Tunstall, BT and Openreach. Icons from [Noun Project](https://www.nounproject.com/).

Why Does This Matter?



- Digital phone networks not designed to carry legacy analogue signals
- Signalling can get corrupted

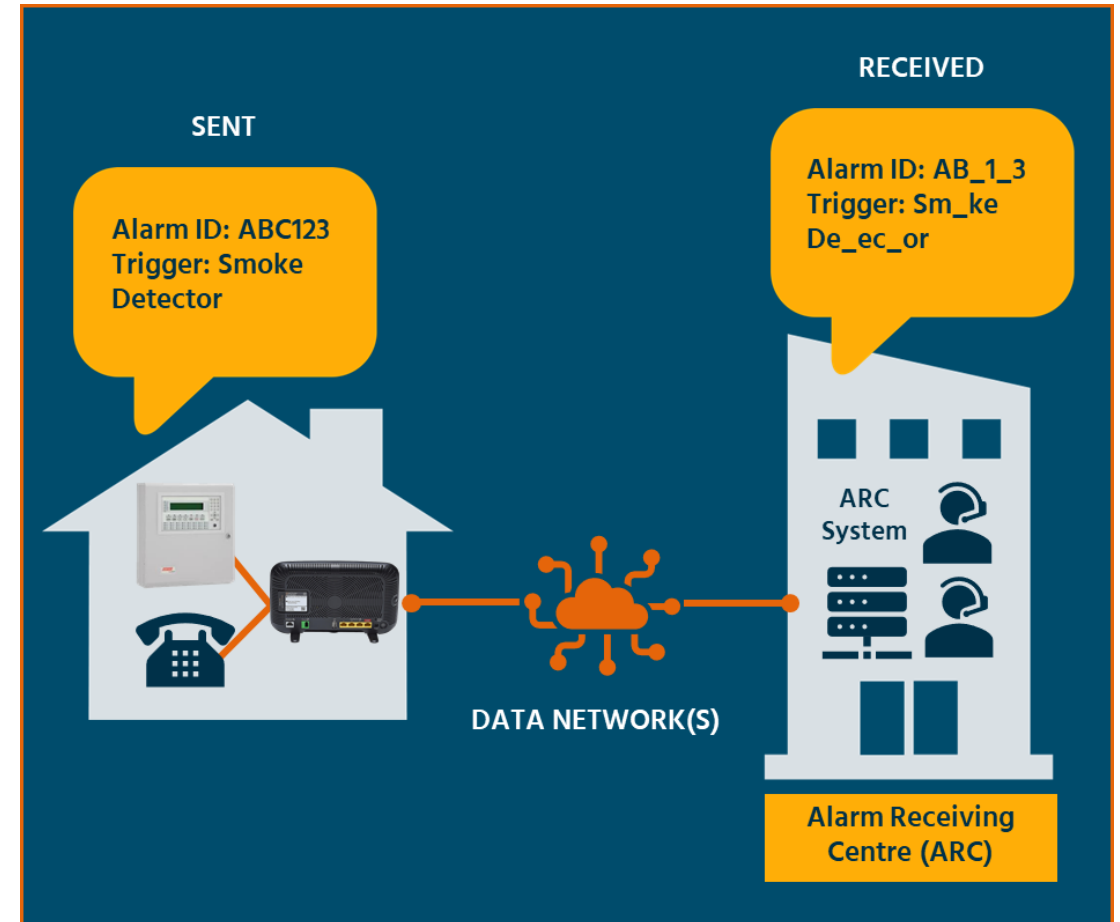


Image sources: Tunstall, BT and Openreach. Icons from [Noun Project](https://www.nounproject.com/)

What does it affect?

- Any equipment that is connected to a telephone line is impacted.

Examples only. Note: all manufacturers' systems impacted – not just those shown

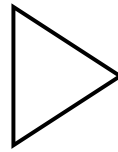
TELECARE	WARDEN CALL	ACCESS SYSTEMS	LIFTS	FAX	VENDING MACHINES
					
ALARM PANELS	FRANKING MACHINES	HEATING / BUILDING MANAGEMENT	POINT OF SALE	PHONE SYSTEMS	WHAT ELSE?
					

What needs to happen?

- Need to upgrade the phone line to a digital alternative
- Or remove the need for a phone line

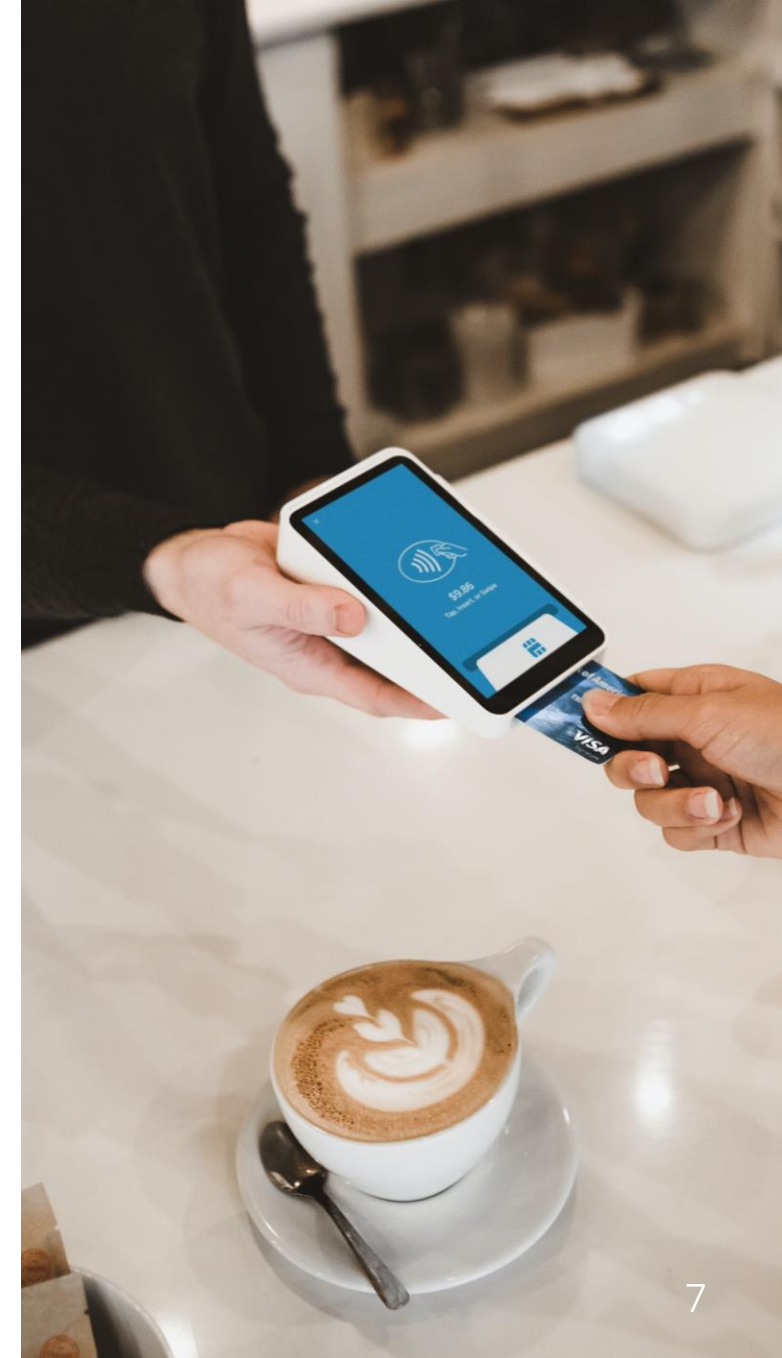
ANALOGUE TELEPHONE LINES

- Exchange Lines
- Redcare
- ISDN



DIGITAL ALTERNATIVES

- Digital Telephone Line (SIP)
- Mobile telephony
- Natively Digital Equipment
- Internet of Things (IoT)

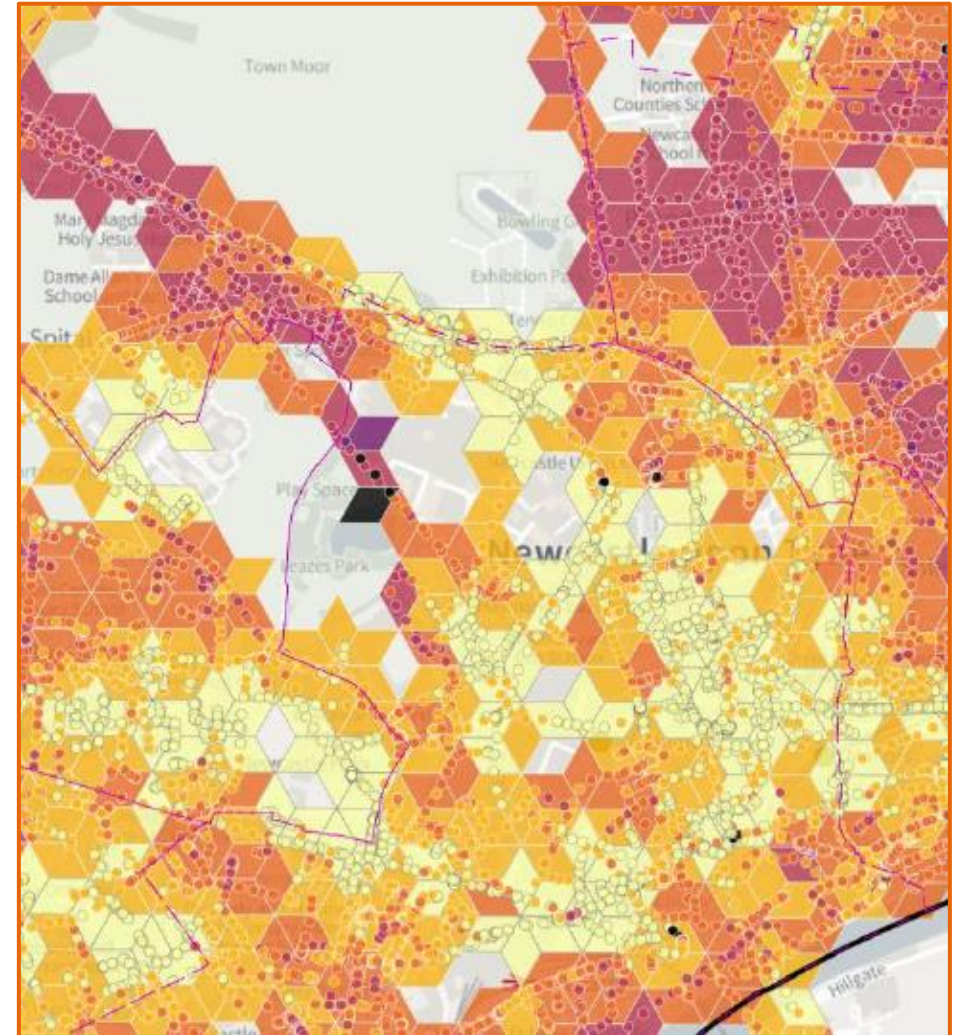


What we're hearing

- There isn't a master list available of all the impacted systems / services to consult
- Getting definitive dates as to when the changes are happening within specific areas is difficult
- There aren't necessarily direct replacement solutions available for all scenarios yet, and might never be
- Don't assume all providers will offer the same replacement services, you might have to buy from more than one supplier to meet all of your needs
- Organisations are working towards the end of 2025 deadline, but it will happen much sooner than that

How does mobile fit?

- Cellular solutions are potentially part of the solution
- However, not as simple as it might seem:
 - Indoor coverage may not be present / reliable where needed
 - Still issues of power / resilience for replacement solution
 - Limited granular information about coverage for planning





Switchover - Challenges & Opportunities



The Challenges

Including....

TIMESCALE

- 2025 is the end date not the start date
- Timescales outside your control and dictated by telecoms industry
- Temptation to leave the most difficult to the end, yet these might take the most time and effort to resolve

COSTS

- Its unlikely the costs for the changes needed have been budgeted, but there isn't an alternative so the costs will need to be met
- Costs of replacement services might be higher, impacting operating costs in the longer term
- Other associated costs

RESOURCE

- Not enough resources to complete this work, and no way to secure more
- Resources might not have the right skills / experience
- Suppliers might not be able to align their resource availability with yours

INFORMATION

- Where are these phone lines and what are they used for?
- What do I need to replace, and with what?
- What are the replacement solutions, and who can provide them?
- Where can I find help?

The Opportunities

Including....

COSTS

- Rationalise telephony
- Move to better telephony deals

TRANSFORMATION

- Opportunity to offer new / improved services
- Chance to remove legacy infrastructure / systems

EVERYTHING ELSE

- Upskilling staff
- Future-proof digital platform, capable of delivering new digital services and ways of working



Thank you!

Please contact me with any
questions or comments:



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