

# ISDN Switch Off - Experience

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- C20k staff, 2 large contrasting acute campuses, >100 remote sites, mixture of owned, leased main tenant or sessional use.
- c14k DDI – majority copper, c600 IP, minimal single direct supply
- 2015/16 install of Hybrid PBX's (Unify Hi Path 4000 x4), Unify OSEE for IP in community and kept 1 iSDX-S
- All SIP internally as part of install of above – so no remaining DPNSS. iSDX-S has an Aculab Gateway that allows it to connect to the IP network.
- Covid and March 2020 – gave time to really review and plan for removal of ISDN
- c£100k capital expenditure on SBC's, IP trunk cards and professional services to install/configure.
- Pre SIP c£350k per annum on ISDN, now c£80k per annum.



- c5k staff, 1 acute site and 2 community hospitals.
- c1000 DDI, 80% provided by the PBX, remaining provision in single exchange lines
- 2x Unify Openscape Hi-Path 4000 – copper on acute campus, IP at remote sites
- Still DPNSS internally, ISDN out to 2 separate suppliers
- Substantial PFI amounting to c£2.5b during term – many parties involved so difficult to navigate
- <£100k capital investment needed for base infrastructure
- Changes needed internally and external facing
- ROI close to £250k over 5 years



# Lessons learnt (and still learning)...

- Technically relatively straight forward, operationally challenging
- SIP isn't like for like with ISDN – don't design it this way
- Consider physical and network resilience
- Be led by non-technical colleagues early as lots of opportunities for improving services
- What is your future strategy – do you need to invest in fixed? Can you build around mobile now and get 'ahead'?
- Do your service users want to call you in this day and age?
- There will be elements of service degradation and downtime



# National perspective and steer

- We need ownership and direction at local industry level in absence of national campaigns (no dig at CP's 😊!)
- There isn't a complete solution – there are many middle grounds
- Be aware of pressure selling but recognise there are sellers who are doing what is right for the greater good of comms' industry
- Use PSTN switch off as base for your mobile/UC/digital comms strategy
- There is a genuine tipping point where exploring pure mobile and cellular based solution is the requirement

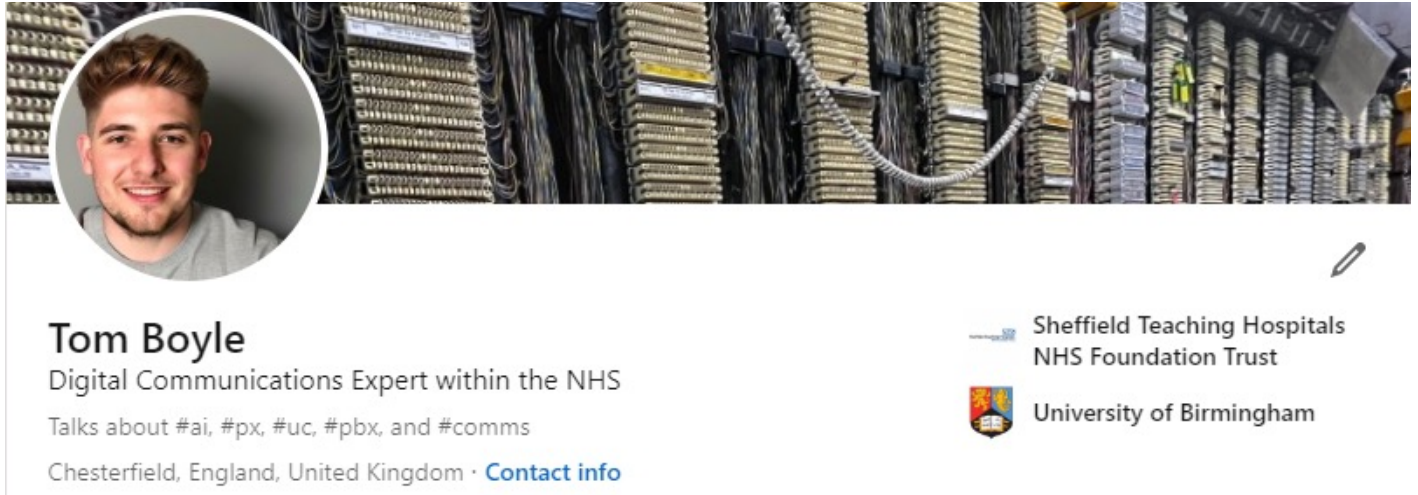


# Tips

- Audit your estate now – work with your CP's and don't wait for them
- Utilise soft ceases
- There is no other switch off on the horizon – don't think you can wait and see what the next industry development will be
- Be led by service user or staff experience, not by the technology



# Reach out...



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