

PHONE SYSTEMS - BUYERS CHECKLIST



Here is a checklist of the fundamental areas you need to consider when looking to source a new Telephone System for your organisation:

KEY INSTALLATION INFO



- Are you moving to a new site or upgrading your current phone system?
- If moving to a new site , when are you looking to do this ?
- How many sites require a phone system?
- Do the sites need to be linked (UK/Abroad) ?
- Who manages the IT infrastructure for your company ?
- Do you know what type of cabling infrastructure is in place ?
- Do you use Power over Ethernet or do you have a power point by every desk?
- Do you have a network point by every desk
- Where does the network cabling terminate?
- Will the phone system be installed in the same location?
- What type of data line do you/ will you have?

Contd...

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KEY REQUIREMENTS



- How many phones and phone types do you need ? (Receptionist / General / Executive)
- Will you need more phones in the future? How soon would you need to expand ?
- What type of lines will you use?
- How many concurrent calls will be made ?
- Will inbound calls be directed to direct dial numbers or will calls be routed via receptionist / Auto Attendant ?
- Will you require Admin/User Training ?
- How critical is the phone system to the business and how long could you go without service? (Maintenance/Redundancy)

OPTIONAL EXTRAS



- **Audio/Video conferencing** - do you need this as part of solution ?
- **Auto Attendant** - do you need automated system to handle incoming calls ? Do you have a call flow plan ?
- **Call Logging/Reporting** - do you need to log incoming/outgoing calls and run reports?
- **Wall Board/ Screen** - do you need to display call statistics on a wallboard screen ?
- **Call Centre** - do you need to set up a call centre?
- **Call Recording** - is this a legal requirement in your industry ?
- **Call Barring** - do you need bar calls to any particular destinations (eg: International / Premium Rate numbers)

Contd...

OPTIONAL EXTRAS CONT...



- **Company Directory** - does this need to be incorporated into your system ?
- **Conference Phone** - do you require a stand alone conference phone ?
- **Cordless** - do you require digital cordless handsets / what distances will they cover ?
- **Fax** - do you need an analogue line for a fax / franking / pdq / dial up modem ?
- **Headsets** - do you require headsets (noise cancelling / wireless /) ?
- **Computer Telephony Integration** - Inbound call screen popping or outbound dialling from desktop ?
- **Mobile Twinning** - do users need mobiles to ring at same time as office phone ?
- **Music / Marketing On Hold** - do you want this feature enabled ? Do you want bespoke recording?
- **Door Entry/ Access** - Do you need to have ability to open door via handsets ?
- **Paging** - Do you have requirement to connect external paging system to the phone system (Tannoy) ?
- **Phone System Maintenance** - different levels of cover offered for business continuity. Would you like us to quote for this?
- **Unified Comms** - do your users need to be able to access phone from computer/smartphone ?
- **Uninterrupted Power Supply** - do you need this in event of power failure ?
- **Voicemail** - how many users need voicemail ? Do you need to pick up voicemail remotely?
- **Software** - any other 3rd party software integration ?

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FINANCE OPTIONS



Leasing

2/3/5 year options available to help spread cost / protect cashflow and can be offset against tax. Is this of interest?

Cash Back

Do you have an old phone system to trade in?

Refurbished Phone System

Have you considered purchasing a refurbished phone system?

Contact our dedicated Team of Telephony Experts to discuss your requirements, receive further information and get competitive pricing for your ideal system.

 **General Enquiries : 0333 222 6634**

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