



SCBGGLOBAL
OPT[©]mizing Global Businesses

The PBX and MS Teams.
Can you have the best of both worlds?

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The move towards the cloud has resulted in many enterprises being left behind with already having invested in PBX systems that are still viable but don't open up the advanced features that a cloud solution can bring. The sudden move from the office to remote working at the beginning of 2020 has resulted in the need to go towards cloud at a much faster pace than originally thought, leaving the ROI on their PBX behind. There are many challenges and decisions an enterprise faces when coming face to face with their PBX system.

To break this problem down we need to look at the PBX and what its' benefits are. PBX stands for Private Branch Exchange, or to put in more simple terms, hardware that connects your telephone systems within your business for both your inbound and outbound calls. This hardware is a costly process to set up and to see the return on a system like this is important for the business. The current trend in moving towards a cloud-based PBX has resulted in many businesses not being able to see this return on their investment and placing even more money into a new system that currently does not provide all the features for seamless collaboration and full remote working.

While many companies are pushing enterprises to completely migrate over to the cloud, what no one tells you is that you can still utilise the VoIP/SIP service with your current on-premise PBX, waving goodbye to that extra cost that may be incurred moving over to the fully cloud based system, notwithstanding the change management cost. SCB Global with its' OPT04Teams connector can give you the ability to have the best of both worlds; seeing the return on your PBX investment, no matter the make or model, connected to your communication platforms delivering complete collaboration.

SCB Global Director, Saif Ahmed, when speaking with UC today, states that he understands that businesses have made this investment in their PBX, whether that be in the past few years or only in the past few months, this investment needs to be seen through, and by staying with your on-premise PBX not only do you keep the decision makers happy but there is less onboarding needed within the enterprise as a whole. The need for seamless, simple ways of communicating is especially vital for enterprises with offices around the world. To have to convert each office is a major challenge with a high expense which, as we understand, is not desired given the current climate and the need for remote working.

The rush towards communication platforms like Microsoft Teams has kept every type of enterprise connected, reducing the amount of change that an enterprise needs to go through, but it still leaves the question of how to utilise the current PBX. At SCB Global we are aware of how much change in the ways we communicate



can impact an organisation which is why we have created a hybrid solution that optimises your Teams investment as well as your current PBX, regardless of whether it is on-premise or cloud. We are able to seamlessly connect to MS Teams with our **OPTO4**Teams solutions ensuring the office is fully accessible wherever you and your team may be. Getting the best of both worlds.

Want to know more? Get in contact with one of our friendly experts who will be able to explain how you can still keep any PBX system you may have in place and integrate it into MS Teams so that your enterprise can get the best of both worlds, including free 30 days proof of concept trials.

