

Efficiency Checklist

Engineering call outs

- | | Yes | No |
|--|--------------------------|--------------------------|
| 1.1 Do staff have the basic training in order to make simple changes without the need to contact support? | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.2 Does your system have basic and intuitive user tools for your staff to make changes? | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.3 Is the system configured appropriately to cater for these changes? i.e. it doesn't require downtime to complete? | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.4 Is the system configured for 'anywhere access', so changes can be made remotely from anywhere at any time? | <input type="checkbox"/> | <input type="checkbox"/> |

Legacy phone systems

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|---|--------------------------|--------------------------|
| 2.1 Is your system less than 10 years old? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.2 Is your system analogue/ISDN based? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.3 Does your system easily allow the integration of new technology such as SIP? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.4 Does your system notify you of necessary updates? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.5 Can the system be upgraded without the need to change the main unit/components? | <input type="checkbox"/> | <input type="checkbox"/> |

Hybrid phone systems

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| 3.1 Is your system accessible via IP? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.2 Can your system cater for the use of IP phones, reducing the need for TDM/Analogue expansion modules? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.3 Are the use of softphones and mobile office solutions available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.4 Does your system have to ability to integrate with other systems in your workplace such as CRM and Outlook? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.5 Can your system use multiple types of line technology (IP and traditional) to offer different call tariffs (this gives you access the most cost effective call charges)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3.6 Can your system use multiple types of line technology to offer increased reliability through resiliency and redundancy? | <input type="checkbox"/> | <input type="checkbox"/> |

Scalability

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|--|--------------------------|--------------------------|
| 4.1 Does your system have the available capacity to deal with (at least) a 10% increase in staff, without costly upgrades/engineering? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.2 Does your system have the ability to increase its functions (such as hunt groups, voicemail and licenses)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.3 Can the above be achieved without having to purchase upgrades/engineering? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.4 Do you find that new features are easily available without substantial, time consuming and costly support, training and hardware? | <input type="checkbox"/> | <input type="checkbox"/> |

Downtime

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|---|--------------------------|--------------------------|
| 5.1 Has your system been free of downtime in the last 12 month? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.2 Has your system remained 'up' during essential firmware updates? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.3 Does your system run a routine maintenance check? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.4 Does your system alert you of potential threats (such as power issues, licenses, voicemail storage exceeded)? | <input type="checkbox"/> | <input type="checkbox"/> |

Costly upgrades to software/firmware

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|---|--------------------------|--------------------------|
| 6.1 Have you required few essential system upgrades over the past year? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.2 Are upgrades normally handled without remote or onsite support and further downtime? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.3 Can your system be upgraded without the need of additional main unit hardware (this excludes handsets)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.4 Can you offer softphones to low volume/infrequent users? This reduces hardware expenditure | <input type="checkbox"/> | <input type="checkbox"/> |

Paying extra for security features

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|---|--------------------------|--------------------------|
| 7.1 Are you confident that you system is safe from hacking? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7.2 Do you have security measures such as firewall, penetration and intrusion tests in place? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7.3 Can your system detect and block outside threats without the need for an engineer to inform you first? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7.4 Have you or your support team put security measures in place to avoid and minimize hacking and SIP trunk fraud? | <input type="checkbox"/> | <input type="checkbox"/> |