resilient plc

Keep your numbers no matter where you move

Did you know that you cannot keep you phone number if you move offices outside of the area covered by your local telephone exchange?
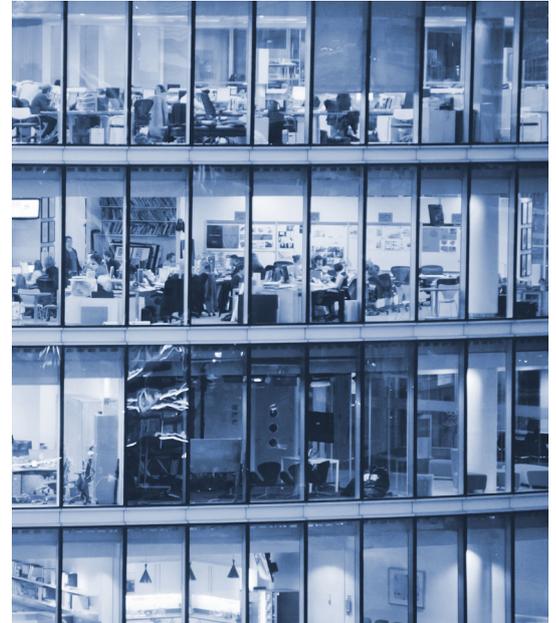
During an office move you have enough to think about, let alone having to inform customers, suppliers and partners to use new phone numbers. While you can update websites, and print new business cards and headed paper, your numbers will appear in places you cannot change, such as your customer's smartphones. How can you guarantee that everyone will call the right number?

If they couldn't get through to you, what would they do? Would it mean they couldn't get a critical service they require? Or would they use a competitor or an alternative service?

smartnumbers office moves minimises business disruption. The service ensures calls made to existing numbers reach the new location, across any network, no matter where that is. If you encounter disruption that stops you using your premises, such as a power outage or network failure, you can quickly reroute calls to a different location. So once you have moved, it becomes a clever way of protecting your calls, no matter what happens in the future.

Benefits

- **Keep your number:** Move to any location without changing telephone numbers.

- **Enable a phased relocation:** Control the redirection of individual numbers independently, so you can move groups of people at a time.

- **Maintain business communication:** Swiftly and remotely divert business calls during planned or unforeseen circumstances.

- **Enable flexible working:** Authorise staff to 'pull' calls to any phone number at any location.

NORTHAMPTON
BOROUGH COUNCIL

"smartnumbers provides a resilient service, which ensures that genuine life or death calls will always be received and answered."

Alan Kench Telecoms Officer
Northampton Borough Council /LGSS
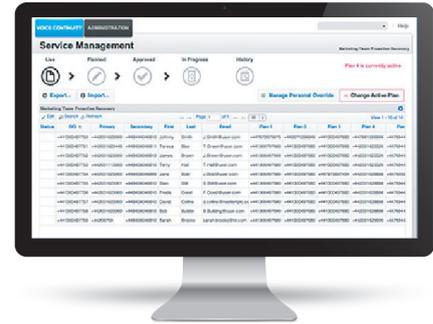
Features in-depth

Number retention

- Enables you to answer calls to your existing DDI range wherever you move.
- smartnumbers office moves can redirect calls to any dialable number on any network, such as ISDN, SIP or BT One Voice.
- Calls to existing numbers can continue to be answered as before, during and after the move, therefore minimising business disruption.

Secure web portal to control your inbound calls

- Control your whole number estate, down to an individual phone number, so that you can move groups of people at a time.
- Bulk changes can be designed offline and uploaded via the portal.
- Set announcement messages informing callers of any disruption.

Automatic call re-direction

- smartnumbers office moves monitors every incoming call, automatically redirecting calls if a network outage or congestion is detected.
- Calls will automatically re-route once the problem has been resolved.

Requirements

Network

As a cloud-based service no additional software is required. Existing numbers will be "virtualised" by initiating a Block Transfer (or Port) to the smartnumbers cloud or new numbers can be issued.

Hardware

As a hosted and fully managed service smartnumbers control does not require any additional hardware to be installed on-site or at the local exchange.