NEWS

Virtual PBX audits clear comms migrations for takeoff as Support to Win launches switching service

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Managed support services company, Support to Win, is helping comms providers make temporary customer switches into permanent migrations using new automated data discovery software that removes the need for going onsite.

"Free or heavily discounted licences have been used to help firms through the Covid-19 crisis, but now there's a narrow window of opportunity to stop these newly acquired customers 'churning back' to legacy services and on-prem PBXs once lockdown restrictions start lifting," says Support to Win's Julie Mills.

According to Mills, the only way to get full customer migration projects in flight in the current climate is to deploy its specialist auditing software that remotely unearths complete PBX settings "from hardware to hunt groups and everything in between" so that customer transitions go smoothly.

Normally the technology is only used for large enterprise projects, but is being made available for migrations involving small to mid-sized customers too.

"Providers and comms partners are eager to convert trial customers into real customers and this innovation removes the last obstacle to starting migrations now," added Mills.