Supporting working from home

During the COVID-19 pandemic, businesses are being forced to adapt to sudden changes in working environments. This of legacy on-premise telecommunications equipment can based technologies can help to replicate the office experience



Profile

Frankie manages a team who have recently had to switch to home working. The office has an on-premise PBX for business communications, with a server that stores recorded calls. Frankie wants to create a "virtual office" to ensure that there are no disruptions to their working conditions. However, with all staff now working from home, employees are forced to use their own devices and no calls are being recorded. It's important that calls continue to be recorded for compliance and training requirements, so Frankie is looking for a way to implement a phone system without any further disruption to the business.

Challenges

ł	~

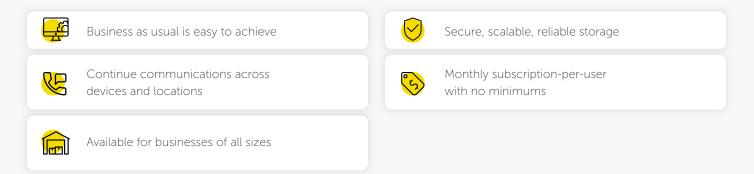
Disruption as communications are forced to move from the office to the home



Applications workers use, are no longer available i.e. call recording

Solution

M247 call recording solution, powered by Dubber, is hosted in the cloud, allowing businesses to continue operating with the same working experience regardless of their location. With no reliance on on-premise equipment, operations can continue as normal. Our services work with many unified communications (UC) and UC as-a-service platforms around the world and are available on a subscription-per-user basis, with no minimum requirements.



Conclusion

With the COVID-19 pandemic, companies are increasingly focusing on business continuity planning. The adoption of cloudbased technologies is key to reducing disruption to business operations. With no restrictions or up-front investment required, any business, of any size, can access call recording functionality for their employees - regardless of location. Sophisticated phone systems are no longer reserved for offices. Our services are designed for modern businesses that operate without limits.

Contact us now 🖂 info@m247.ro 🔰 +40 316 30 20 51

