

# IT Leaders Aren't Fully Prepared for Phone Switch Off



Over the next four years, the UK is turning off legacy phone lines (analogue and ISDN). Existing services over those lines will stop functioning and everything will be IP based. But more than just phones are affected. Other functions rely on telephone lines, such as alarm systems, payment devices, and fax machines. How are UK-based companies addressing the logistical concerns associated with this change?

Pulse and Babble surveyed 100 IT leaders in the UK to find out the awareness levels about the upcoming switch off, how far along they are in required modernisation efforts, and what they look for in service providers to help them make the transition away from legacy phone lines.

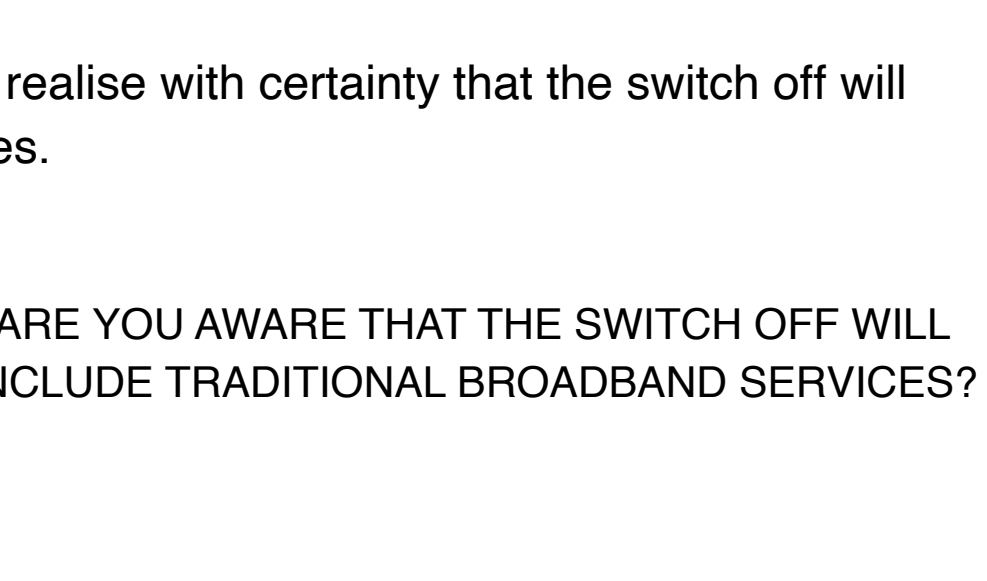
Data collected: June 17 - August 4, 2021

Respondents: 100 IT leaders in the United Kingdom

## Some are still not aware of the full extent of the impact the switch off of legacy phone lines will have on their business operations

While most (86%) IT leaders in the UK are aware of the impending legacy telephone line shutdown, 14% still lack awareness on this issue.

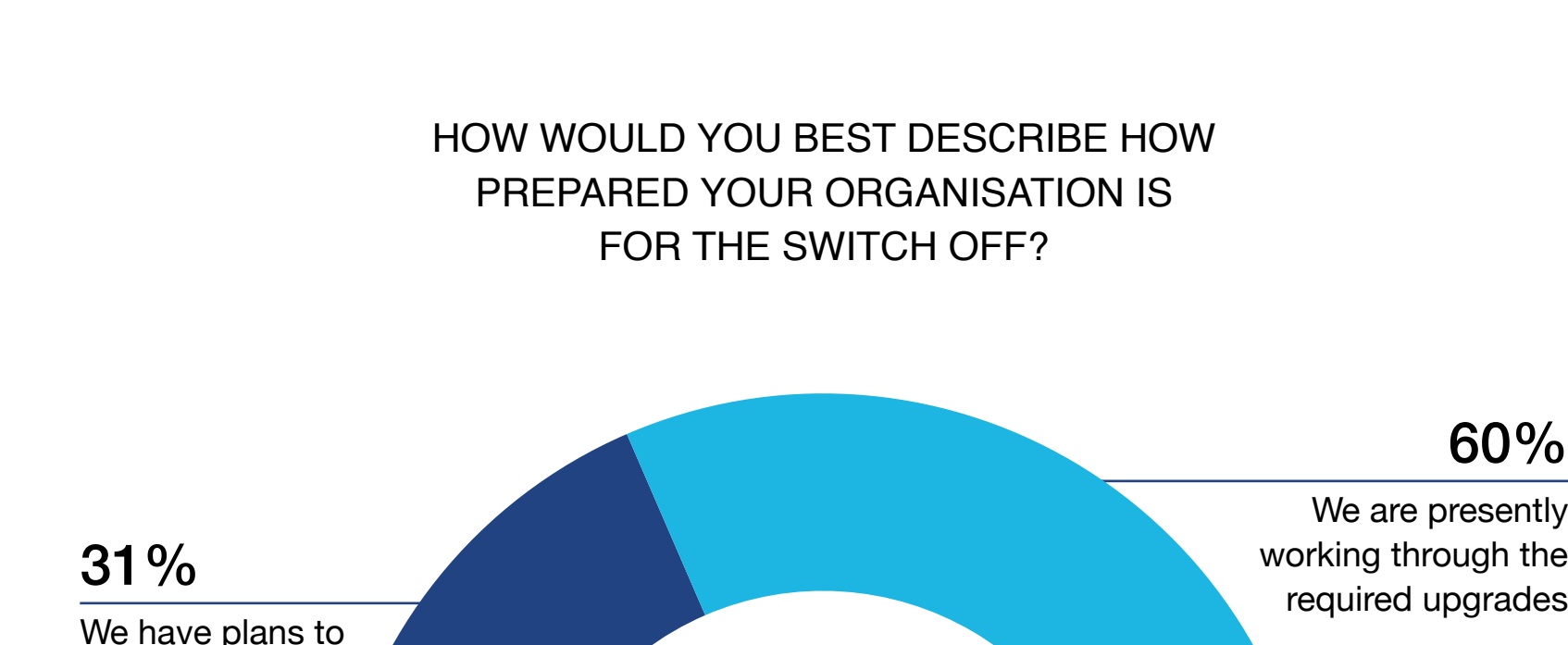
LEGACY TELEPHONE LINES (ANALOGUE AND ISDN) WILL BE SHUTTING DOWN BY 2025, WITH ALL SERVICES MOVING ONLINE. ARE YOU AWARE OF THIS?



Respondents in healthcare (n=15) and software (n=12) were less likely to be aware of legacy telephone lines being shut off, with 20% and 33% respectively indicating they did not know.

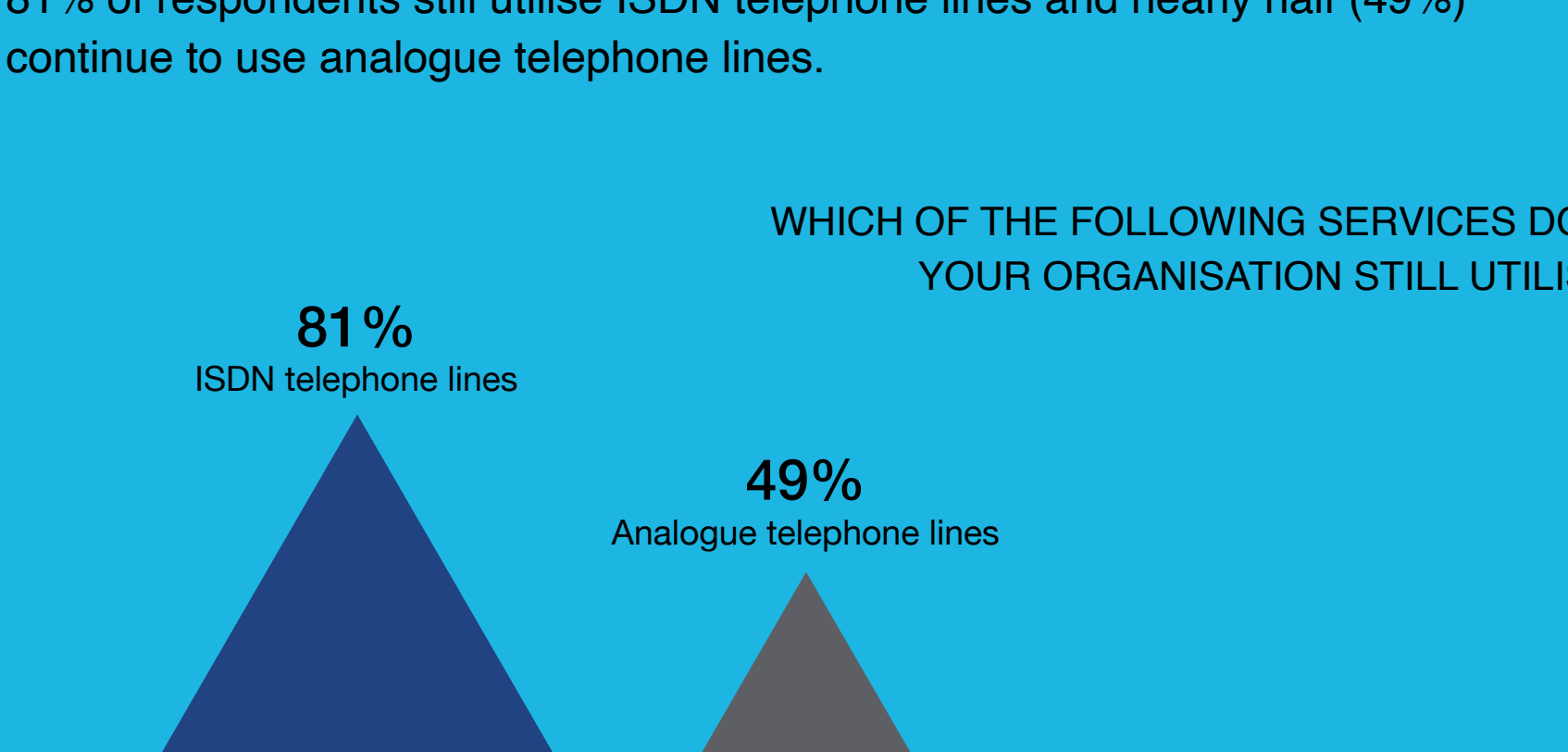
And more than a third (36%) did not realise with certainty that the switch off will include traditional broadband services.

ARE YOU AWARE THAT THE SWITCH OFF WILL INCLUDE TRADITIONAL BROADBAND SERVICES?



Only 3% of IT leaders say their organisation has completed the upgrades required to progress after the switch off. The majority (60%) are currently working through the required upgrades, while 6% are unaware of what they need to do.

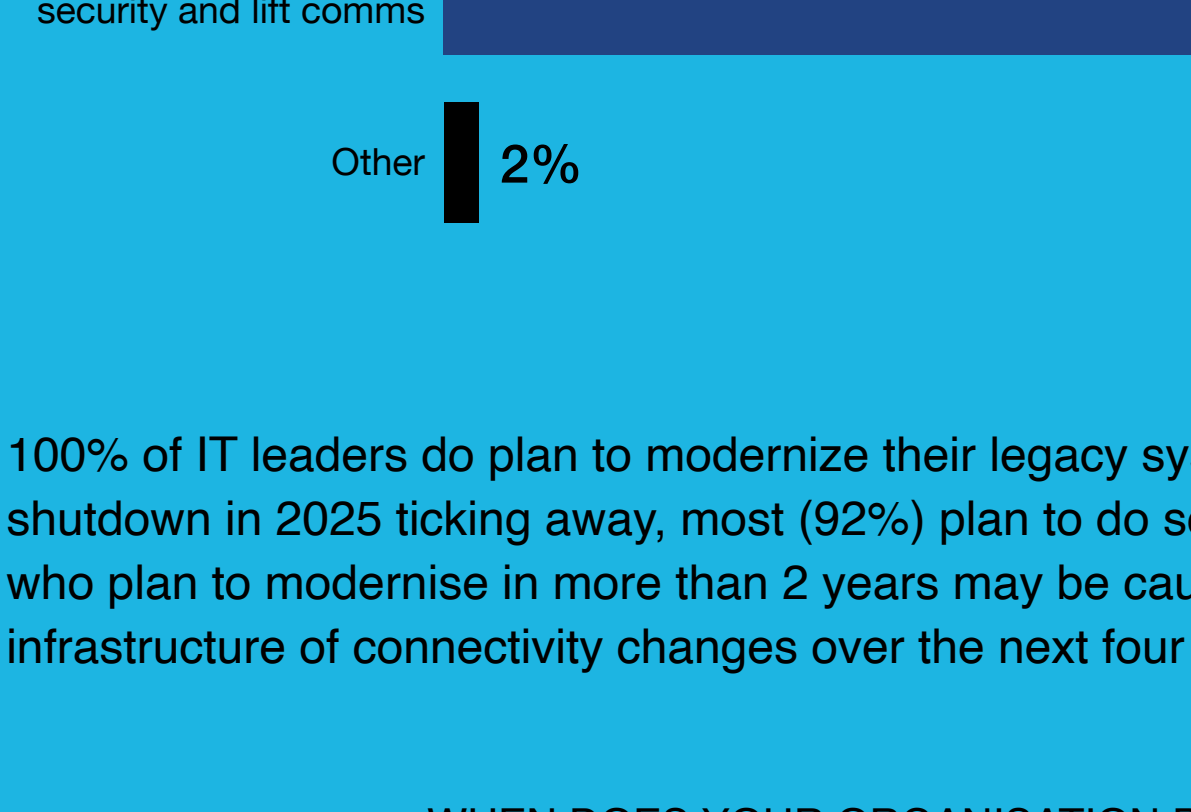
HOW WOULD YOU BEST DESCRIBE HOW PREPARED YOUR ORGANISATION IS FOR THE SWITCH OFF?



## Most still relying on legacy systems, but upgrades are on the way with awareness of the situation growing

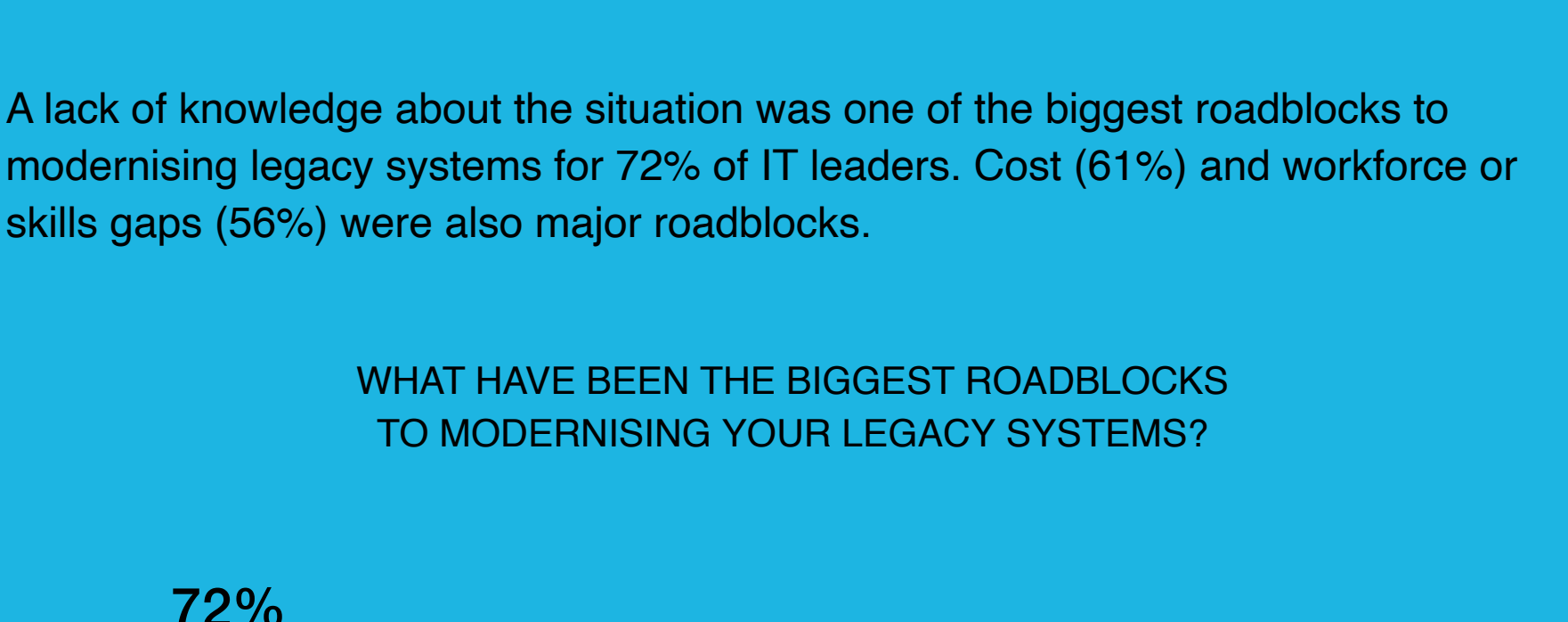
81% of respondents still utilise ISDN telephone lines and nearly half (49%) continue to use analogue telephone lines.

WHICH OF THE FOLLOWING SERVICES DOES YOUR ORGANISATION STILL UTILISE?



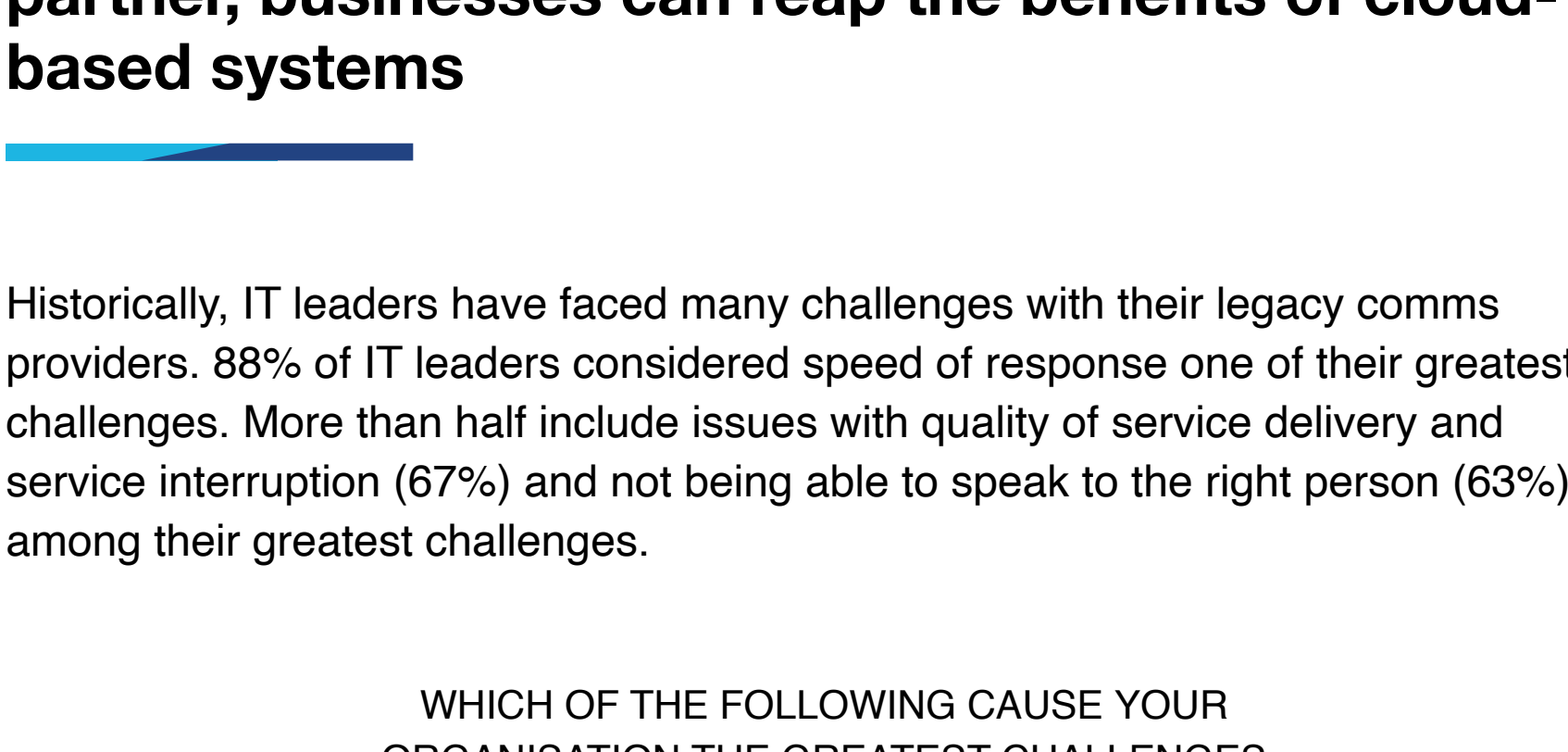
70% of respondents have legacy devices like payment and fax machines that will require modernising. Almost as many (65%) need to modernise their primary telephone system, while 49% must modernise a variety of building systems.

WHICH OF THE FOLLOWING ATTACHED DEVICES WILL REQUIRE MODERNISING?



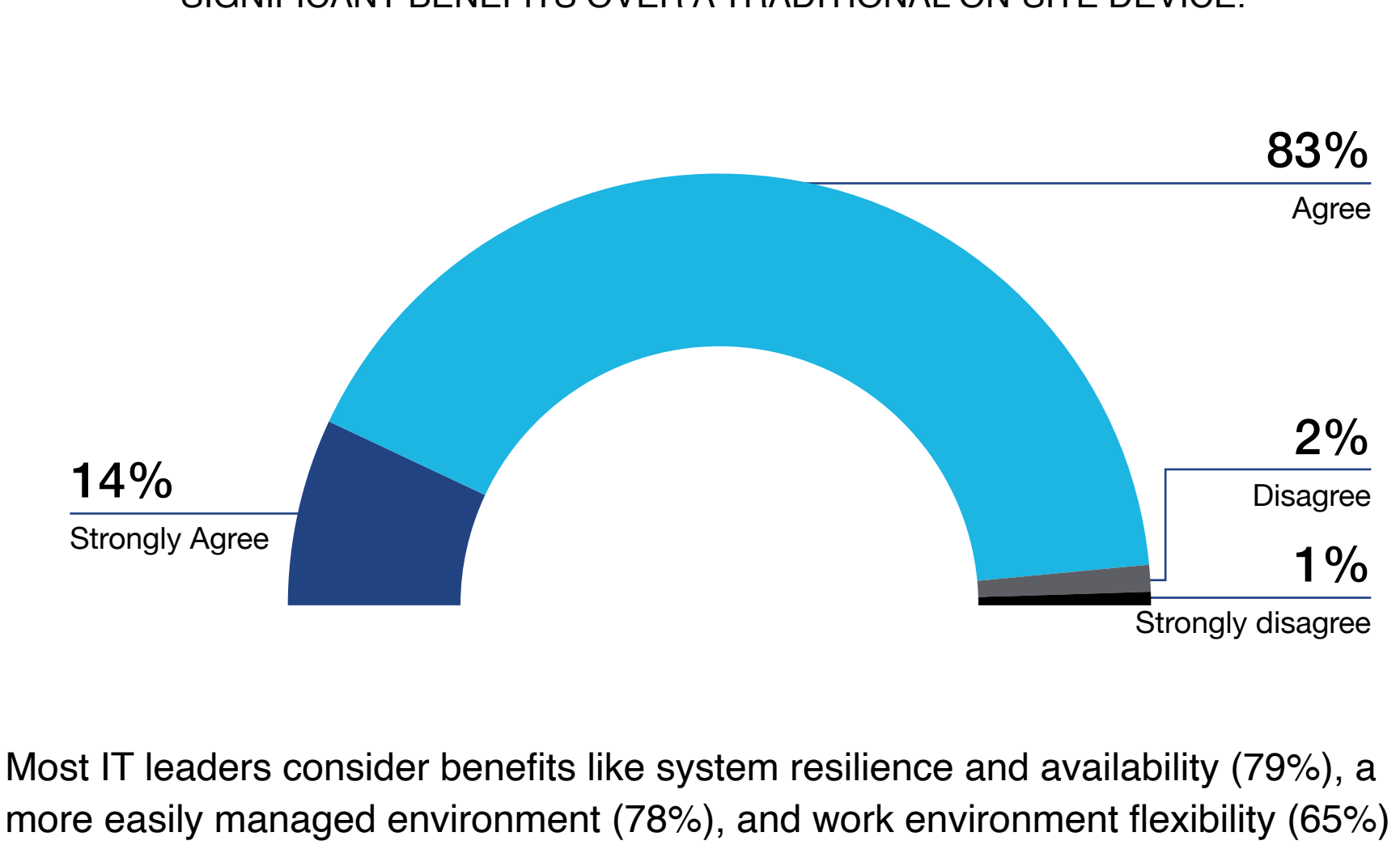
100% of IT leaders do plan to modernize their legacy systems, and with time-to-shutdown in 2025 ticking away, most (92%) plan to do so within 2 years. The 3% who plan to modernise in more than 2 years may be caught out as the infrastructure of connectivity changes over the next four years.

WHEN DOES YOUR ORGANISATION PLAN TO MODERNISE ITS LEGACY SYSTEMS?



A lack of knowledge about the situation was one of the biggest roadblocks to modernising legacy systems for 72% of IT leaders. Cost (61%) and workforce or skills gaps (56%) were also major roadblocks.

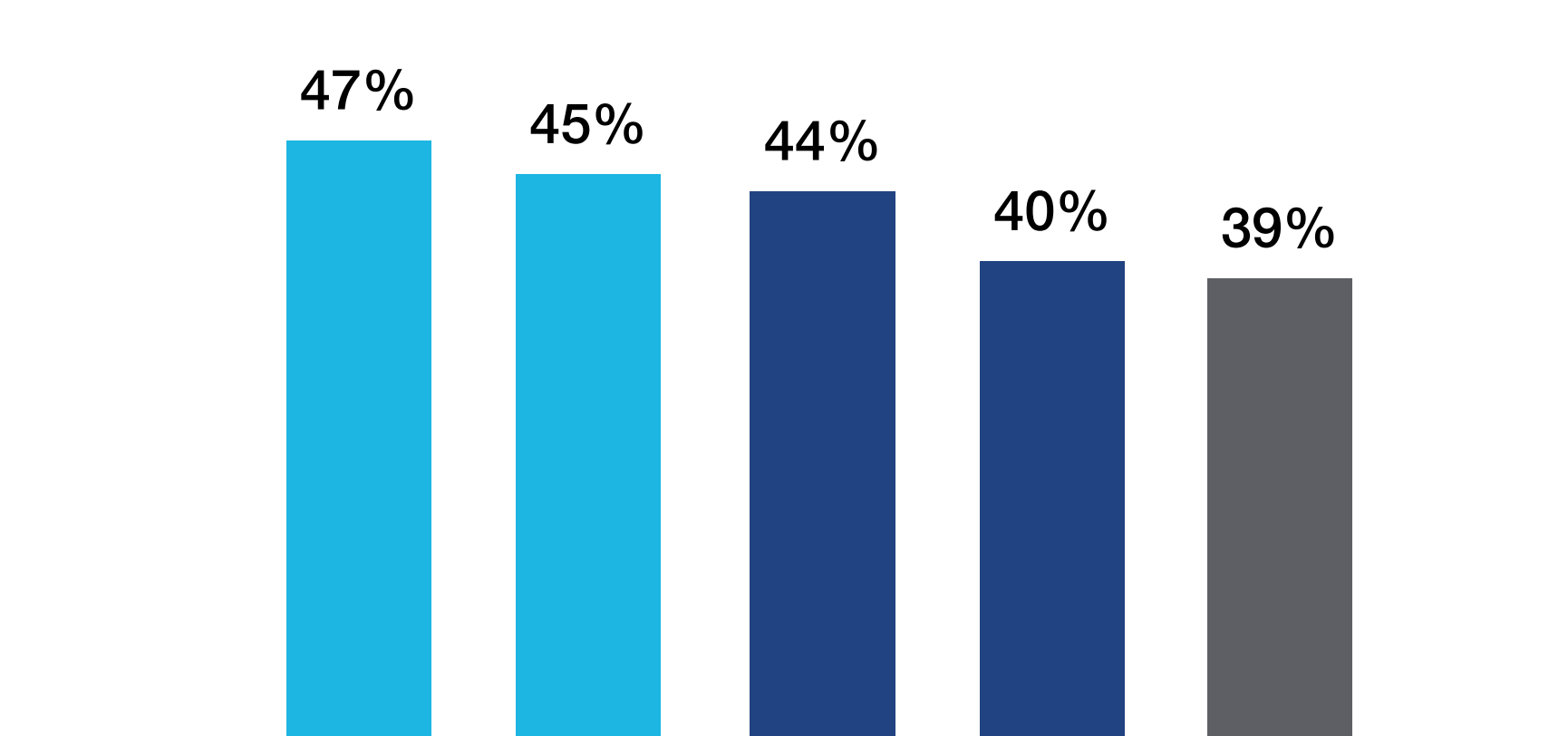
WHAT HAVE BEEN THE BIGGEST ROADBLOCKS TO MODERNISING YOUR LEGACY SYSTEMS?



## It isn't all doom and gloom—with the right upgrading partner, businesses can reap the benefits of cloud-based systems

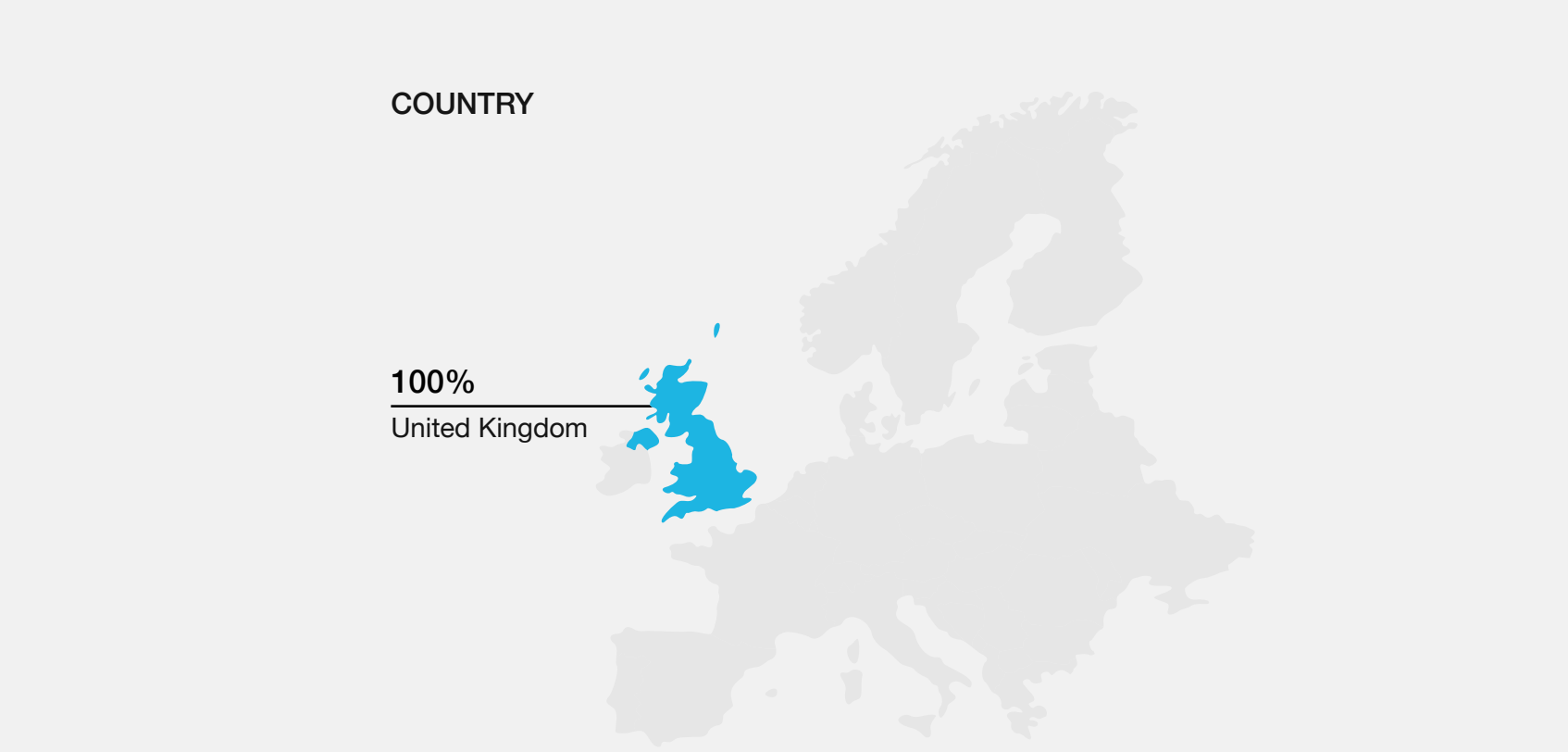
Historically, IT leaders have faced many challenges with their legacy comms providers. 88% of IT leaders considered speed of response one of their greatest challenges. More than half include issues with quality of service delivery and service interruption (67%) and not being able to speak to the right person (63%) among their greatest challenges.

WHICH OF THE FOLLOWING CAUSE YOUR ORGANISATION THE GREATEST CHALLENGES WITH LEGACY COMMS PROVIDERS?



97% of respondents agree that a contemporary, cloud-based telephone system can provide significant benefits over a traditional on-site device.

TO WHAT EXTENT DO YOU AGREE WITH THE FOLLOWING STATEMENT: "A CONTEMPORARY, CLOUD-BASED TELEPHONE SYSTEM CAN PROVIDE SIGNIFICANT BENEFITS OVER A TRADITIONAL ON-SITE DEVICE."



Most IT leaders consider benefits like system resilience and availability (79%), a more easily managed environment (78%), and work environment flexibility (65%) most important to their organisation.

WHICH OF THE FOLLOWING ARE MOST IMPORTANT TO YOUR ORGANISATION?



The top 3 most important factors when selecting a partner to upgrade legacy systems are that they are compliant with regulatory requirements (47%), the solution is easy to learn (45%), and it is easy to implement (44%).

WHEN LOOKING AT UPGRADING YOUR LEGACY SYSTEMS, WHICH OF THE FOLLOWING ARE MOST IMPORTANT WHEN SELECTING A PARTNER?



Cost efficient 33%, Self-serve 29%, Track record in delivering adoptable change for customers 25%, Track record in delivering new technology effectively 7%

## Respondent Breakdown

COUNTRY



TITLE



COMPANY SIZE

