

Supporting working from home

The COVID-19 pandemic forced businesses to adapt to sudden changes in working environments, conditions which have now become the new norm. This has raised concerns about business continuity with the majority of the workforce operating remotely. The inflexibility of legacy on-premise telecommunications equipment can make it difficult for businesses to ensure their employees can access the tools they need from home. Adopting cloud-based technologies can help to replicate the office experience from any location and make this transition seamless.



Profile

Frankie manages a team who have recently switched 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



Disruption as communications 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.



Business as usual is easy to achieve



Secure, scalable, reliable storage



Continue communications across devices and locations



Monthly subscription-per-user with no minimums



Available for businesses of all sizes

Conclusion

Post COVID-19 pandemic, companies are increasingly focusing on business continuity planning. The adoption of cloud-based 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

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