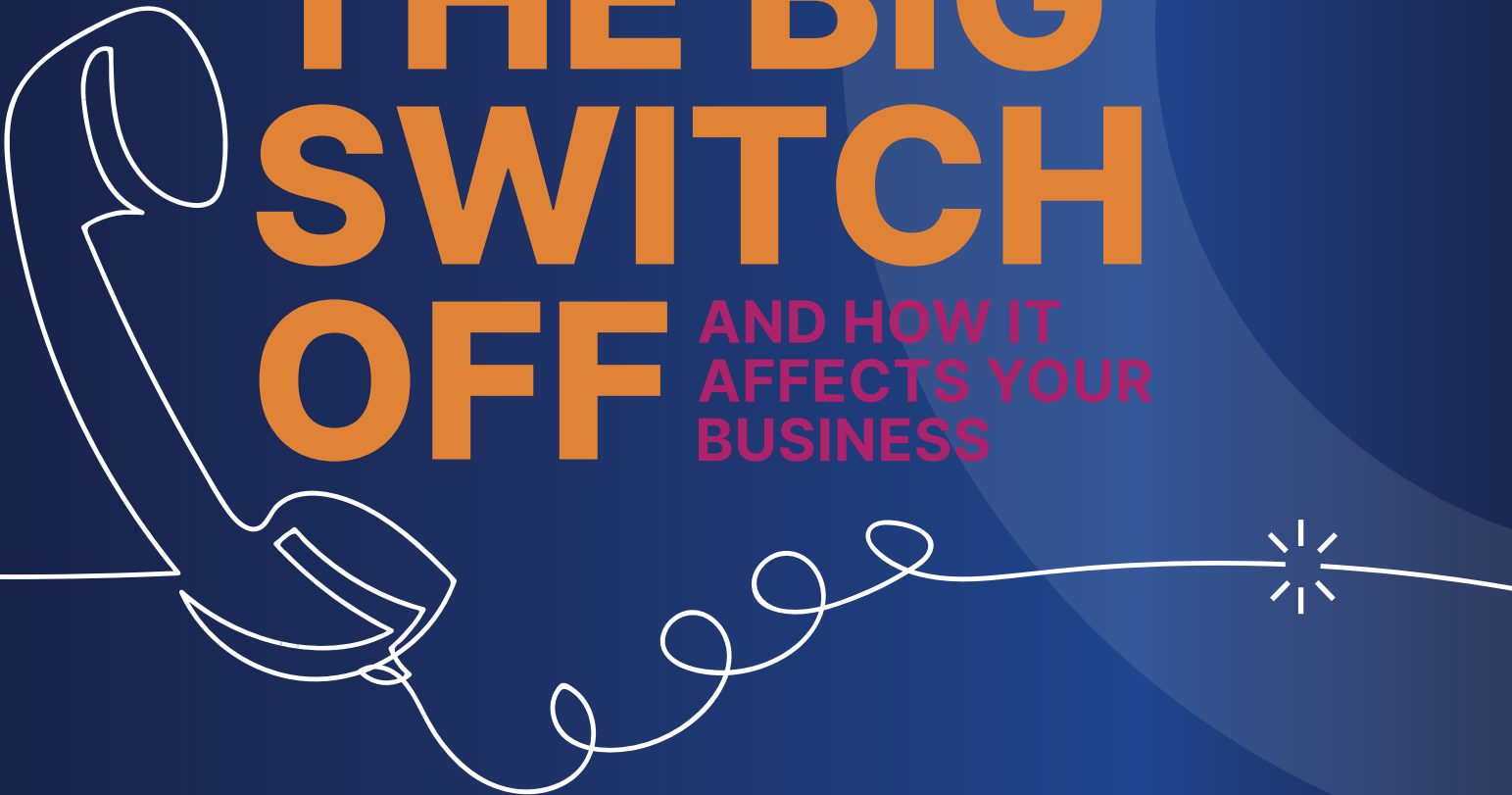




THE BIG SWITCH OFF

AND HOW IT AFFECTS YOUR BUSINESS

WHAT IS IT?

By January 2027, your landline will be consigned to history.

The telephone network that has been the backbone of the UK communications infrastructure since Alexander Graham Bell in the early 1870s is being switched off for everyone.

And, yes, we mean everyone - every home and every business.

That means that every device you have that is currently connected to the network – computers, laptops, printers, phones, alarms, CCTV, door entry systems and payment machines - will be affected.

Clearly, if you do nothing between now and then, this will have a significant impact on your business. But rather than being a problem, this provides you with the perfect opportunity to review your telecoms, so everything is seamless and integrated.

This will allow you to be more streamlined, which will not only enhance your customer's experience but reduce your costs and increase your profit margins.

This short document will give you all the information you need to prepare without blinding you with technobabble and let you know how we can help you get ahead of the game.





WHY IS THIS HAPPENING?

The technology that made the humble landline work has been around for over 150 years. The entire system (known in the industry as the PSTN) is a vast network of copper cables that has carried most of our phone calls and faxes.

With the dawn of the internet, this was updated to the ISDN network in the late 1980s, allowing the swift transfer of all the digital data that was being created.

But this network is now showing its age. As high-speed broadband and fibre has become far more available, usage has declined over 30% in the last five years and so these legacy systems are no longer cost effective to maintain and run.

As a result, and to allow the telecoms network to keep up with the rapid pace of change, the entire system is being turned off.

SO, WHAT'S NEXT?

The future is already here, and you've heard of it. It's called 'The Cloud.'

Ironically, this vast broadband and high-speed fibre network is buried deep underground but, regardless of where it is, it now carries around two-thirds of all digital communications and data in the UK with the older ISDN network carrying the bulk of the rest.

Most of our calls and communications now use a digital technology called VoIP. This stands for Voice Over Internet Protocol and means that both voice and video calls now use the internet (including wi-fi and mobile technology) to connect rather than a traditional landline. If you have ever used Skype, Zoom, Facetime or Teams on any device, you have used VoIP technology.

Outside of how we now communicate with each other, The Cloud now handles an enormous amount of data. Files, emails, payments – almost any process that uses a computer or needs the internet is now handled in the Cloud – as long as you're connected to it.

This means there's no need for a server sitting in the office chewing up electricity and needing constant (and expensive) maintenance. It's all handled off-site making things far more cost-effective, scalable, and reliable.

THE CHALLENGES

Technology, although almost limitless, is not perfect. To really benefit from it, you need a consistent and fast broadband connection. Very occasionally, the system can go down leaving you completely disconnected until it's up-and-running again. This is exceptionally rare but it can happen.

Also, you need reasonably up-to-date hardware (computers, phones, etc) that can handle the faster connection and, as with all hardware, it's not 100% reliable leading to frustrating and costly downtime if things go wrong.

Lastly, you also need up-to-date software that is built to work on newer machines – from your operating system (Windows, Android, etc) to specific software that your business relies on – even if that software sits in the Cloud (such as your banking services).

But, with the old system being switched off in a few short months, The Cloud is your only option if you want your business to stay connected and operating smoothly and efficiently.



THE BENEFITS

Here's why the Big Switch Off is a win-win for your business...



COST SAVINGS

It costs far less to have fibre broadband than it does a traditional landline. Calls and data are cheaper (if not free) and if you package all your tech up into one account you can make some huge savings, meaning more profit for you. Plus, as we've already mentioned, no more costly server sitting in your office, saving you on your energy bills as well!



MORE EFFICIENT

Not only are you saving money, you're saving something even more valuable – time. All your processes, systems and data are in one place, just one or two clicks away. No more paper trails and laborious, time-consuming admin – you and your team all working on an integrated and connected system – and you can stay in control of it all.



SCALABILITY

As your business grows, your connectivity services can grow with you and at very low cost. Want or need to add more devices or services? Easy. Want to have dedicated lines into your business for added speed and reliability? Done. The Cloud makes it easier and more cost-effective to scale your business than ever before.



MOBILE-ENABLED

If you've got your team out on the road, working from home or another office all your devices (phones, tablets, laptops and desktop computers) can be used on the go, all connecting to one network and integrated into one account.

WHAT THIS MEANS FOR YOUR BUSINESS

The Big Switch Off is happening. December 31st, 2025 might seem a long way off, but it's not. The clock is ticking and we wouldn't be serving you properly if we didn't make you aware of the upcoming changes before you find yourself without a functioning phone system.

So here are the top five things you need to do to future-proof your business:

- 1** **Check that you have a reliable and strong internet connection, like fibre.** If you don't, then it's a good time to think about upgrading.
- 2** **Find out when your contract is due to be renewed.** This will give you an idea of when you can make the switch.
- 3** **Don't be tempted simply to renew your existing contract for the sake of an easy life.** Switching now will save you time and money in the long run.
- 4** **Don't buy outdated hardware such as desk phones and phone lines now.** All you'll be doing is wasting your money.
- 5** **When you're ready to switch, choose a Cloud-based telephone service.** You can then work from anywhere and grow your team and business seamlessly. You'll also make a big saving on contracts and phone lines.

HOW WE CAN HELP

At Compass Computers we know that for you to grow your business, be more efficient, deliver an excellent customer experience and become more profitable, you need to have a secure, stable and supported IT and communications infrastructure that you can rely on.

So, to ensure that we can serve your needs and you're ahead of the game when it comes to The Big Switch Off, we have added full Cloud connectivity to our portfolio of services – broadband, VoIP, mobile and storage.



That's all your IT and connectivity solutions in one place, on one bill and with just one port of call if you need to get in touch.

Seamless. Streamlined. Integrated.

And because it's all with one provider you will make significant savings over having your solutions spread across several suppliers.

WHY US? CRAFT & JAM VENUES

Craft & Jam Venues is a thriving chain of six venues renowned for their fresh quality food, craft beers, spirits, and live music in Telford & Shropshire. As the business expanded, their broadband, telecoms and payment requirements were rapidly evolving as they needed to maintain seamless operations and communications and, most importantly, enhance their customer's experience. They also needed to streamline processes, improve efficiency, and gain comprehensive insights into sales, stock, and staff performance across the entire group.

This led them to partner with us as we proved our ability to offer an unrivalled service across all their requirements. We were able to facilitate a seamless transition as we supplied onsite installations, on-premises support as they went live and comprehensive online training for the whole team.

As a result, Craft & Jam Venues not only saved 20% over their existing suppliers but have also experienced significant improvements and they are now positioned for future growth and success, creating a solid foundation for expansion and scalability.

Craft & Jam MD Karl McGuire said, "The partnership between Craft & Jam Venues and LCG is set to continue for many years to come, ensuring ongoing success and innovation. We would definitely recommend Langley Compass Group to other businesses in the industry."

WHY US? THE OPEN DITCH

The Open Ditch Billiards Bar opened in 2023 in Worcester and, as a new brand venue, they needed a complete and integrated Cloud solution covering fibre broadband, telecoms, payment systems, all hardware and training.

We took the time to understand their requirements and were able to offer clear insight, advice and expertise as they decided on the solution that was going to make the biggest difference to their business and offer their customers the best possible experience.

By offering a total package across all these services, we were able to significantly reduce their launch costs. In addition, as the sole provider, we co-ordinated all the different elements of the project to ensure a seamless, streamlined and integrated installation with on-site expertise backed up by online training and support.

As a result, their launch day went without a hitch and was a great success.

YOUR NEXT STEP

You need to future proof your business and ensure you're ahead of the game when The Big Switch Off happens.

Whether you're already a Compass Computers customer or we're new to you, there's only one simple step you need take: **call our specialists on 0121 525 5566.**

We will give you timely, friendly and jargon-free answers to any questions you might have and, if you want to take things further, we can come out and do a free on-site survey (usually charged at £250+VAT) so you have the clarity and insight you need to choose the solution that's going to make the biggest difference to your business.

The Big Switch Off is the perfect opportunity to review your existing services and suppliers, reduce your costs, enhance your customer's experience and increase your profits.

And Compass Computers are here to help you navigate the new communications landscape and guide you every step of the way.





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