Teams calling & unified communications · Professional services

400 users moved from an ageing office PABX to Teams calling



A 400-seat organisation was stuck on an ageing on-premises PABX with no app and no cloud hosting — during COVID someone had to stay in the office just to answer the phones. We migrated all 400 users to Microsoft Teams calling, so calls now follow each person anywhere.

400	1	0	100%
users migrated to Teams calling	ageing PABX retired	handsets tied to the office network	of staff reachable anywhere

Before

• Ageing on-premises PABX with no mobile app and no cloud hosting.

• Handsets only worked on the office network, so calls could not leave the building.

• During COVID, someone had to stay in the office just to answer incoming calls.

• Costly to maintain, hard to change, and a single point of failure for 400 people.

After

• All 400 users call from Microsoft Teams on laptop, mobile or desk phone, anywhere with internet.

• Old PABX and maintenance contracts retired; numbers ported with no disruption.

• Call queues and auto attendants route calls automatically — nobody stays behind to answer.

• One number rings wherever each person is, supporting remote and hybrid work.

The challenge

Around 400 people depended on a phone system from another era: an on-premises PABX with no app and no cloud hosting. When COVID sent staff home, someone had to stay in the office simply to answer the phones. Unicorn IT Group was engaged to replace it with a platform that follows each person, wherever they work.

What we did

• Migrated all 400 users to Microsoft Teams calling, porting every published number.

• Set up call queues, auto attendants and voicemail so calls route automatically.

• Deployed calling to laptops and mobiles, with Yealink Teams desk phones where wanted.

• Trained every user, then decommissioned the old PABX and its contracts.

The outcome

Calls now follow each person on any device — in the office, at home or on the road. Nobody has to stay behind to answer the phone, and the ageing PABX is gone, replaced by a platform Unicorn IT Group manages end to end.

Could we help your business?

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