



Why your business needs to digital voice

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FluidOne



Communication technology is changing. Find out what's happening and why that's good for you.



The UK's phone lines are going digital. For decades, phone calls have been carried over copper wires – an analogue system known as the 'public switched telephone network' (PSTN). That's served the country well in the past, but it can't keep up with the demands of the modern, interconnected world. So it's being replaced, and by December 2025, all phone calls will be carried over the internet instead.

What does that mean for your business? In this short guide, we look at some of the big benefits you'll get by going digital.



1. The world is your office

With digital phone lines, you don't connect to a physical exchange. Instead, your calls are handled in the cloud. That means you can take your business line with you, wherever you go. You can even make and take calls on different devices, including your mobile phone or laptop.

2. Value for money

The move to digital can be great for your bottom line. Not only are internet phone calls usually cheaper, you don't have to pay for any extra physical lines if you want to add a new user. As long as you have an internet connection with reasonable bandwidth, you can add new lines without high cost.

3. Keep working no matter what

With digital phone systems, you don't put all your eggs in one basket. If the power goes down in your office or if you can't access your premises for some reason, you can still make calls from somewhere else. Anywhere that has an internet connection, in fact. No matter what the circumstances, you can keep your business up and running.



4. New lines made easy

Adding extra phone lines and users is much easier when they're digital. You don't need to connect any physical lines, so your new numbers can be added almost instantly. If you're connecting an internet desk phone, setting it up can be as simple as plugging it in.

5. Simplify your life

There's no need for separate lines for your internet and for your phones. With a digital system, everything can go through one internet connection. Not only does that include phones, but also your computers and any smart devices you might have.

6. Interconnected solutions

When phone calls are carried over the internet, they can easily be integrated into other systems. That's led to what's known as 'unified communications', where you can have a single platform for calls, video conferencing, instant messaging, file sharing and more.

7. Change is inevitable

Of course, one of the biggest reasons to switch to digital phone lines is because you have to. By the time the old analogue network is switched off, you'll need to have upgraded your phone line if you want to continue making and taking calls.

Start your digital journey

Whether you're already thinking about switching your business to digital phone lines or not, we can help. We offer a range of connectivity and digital phone solutions. Running on the BT network, they offer excellent reliability and performance.

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