

Welcome

 from IT Services Managing Director **Kelly Tedesco** 

Hello, and welcome to the first edition of our new NG Bailey IT Services newsletter. The aim of this regular bulletin is to share news, views and insight from across our business.

It comes at an exciting time for IT Services. We have once again contributed positively to the delivery of the wider group strategy, which has seen NG Bailey return to profitability in our last financial year.

And to reflect the significant growth journey IT Services has been on since we implemented our three-year growth plan in 2022, we have made strategic changes to the way we operate as we prepare for further unprecedented growth.

I am delighted to announce changes to our senior leadership and operations teams. This reorganisation is designed to build on our success and ensure we are even better placed to deliver transformational connectivity solutions to our customers.



For full details read this recent article in Comms Dealer.

Making connections



- the latest news from across IT Services

RingCentral Reach Partner program

We are proud to have joined the RingCentral Reach™ partner program. As a result of this new partnership we're able to extend our cloud-based contact centre and unified communications services to business customers across the UK, and give our customers access to RingCentral's leading cloud UCaaS and cloud CCaaS solutions.

We're also pleased to be working with RingCentral to support the development of our team's technical expertise. This will include specialist training for our current and future cohorts of apprentices on the latest emerging technological solutions.



"Partners such as NG Bailey are instrumental in enabling us to deliver leading AI-driven cloud communications solutions to customers as they look to supercharge productivity and elevate employee and customer experiences."

Zane Long, Senior Vice President, Global Partner Sales at RingCentral

Strategic partnership agreed

We've agreed a partnership with respected wholesale telecommunications vendor SD-WAN (PXC).

The partnership with the UK-based telecom group will further enhance our delivery of end-to-end communications solutions for clients across a range of sectors including healthcare, leisure and logistics. It will also support the further growth of the business by bringing in an estimated £500,000 of new business opportunities per year.

Set to run until December 2025, this agreement will boost our SD-WAN and cloud-based unified communications offering and support the team's continued development so that it remains at the forefront of a diverse suite of connectivity solutions.

PXC is a well-known business within telecoms and this strategic partnership will support our ongoing mission to improve connectivity and deliver better businesses. We're looking forward to working collaboratively with the PXC team to find the right solutions to meet our client's connectivity challenges.

Passive Fire Protection accreditation

We have successfully maintained our accreditation in Passive Fire Protection for penetration sealing with FIRAS (a UKAS approved scheme).

The accreditation facilitates our capability to work on key projects such as MOD WiFi. Work to maintain our status has been ably led by Al Wilson and the wider defence team.

Tech Talk

by Dave Stonehouse,
Technical Director

Read on for the latest insights and how we're helping to transform connectivity for our client partners.

Don't tie yourself in a structured cabling knot

Cabling can be confusing, with a range of cables available on the market. The most commonly used are Category 6 and Category 6a copper cabling systems which support all field-based devices from a connectivity perspective, but what's the difference?

Put simply it's data rate, 6 have a data rate of up to 1 Gigabit and Category 6a up to a data rate of 10 Gigabit.

Industry bodies such as the TIA, ETSI, BS and EN all recommend Category 6a as the cable of choice for all horizontal cabling for end devices including CCTV, laptops, WiFi and general devices such as routers and local servers. Because the cable operates at different frequencies, it can effectively support a range of data rates.

It is worth highlighting that other cables that are available but less commonly deployed for end user devices are Category 7 and Category 8 which have data rates supporting 25 Gigabit, 40 Gigabit and up to 100 Gigabit. However, both these have a limited distance on the 90-metre channel (between 15 and 24 metres typically) at those rates. In some

European countries such as Germany, Category 7 is mostly deployed but within the industry as a viable product due to connector issues with Category 8 being the recognised next generation from Category 6a.

The power of Unified Communication as a Service (UCaaS)

A Unified Communications platform provides a single interface using either a web browser or application as an interface to multiple media communications.

The service can be accessed via multiple devices that can support the browser or application such as laptops, PCs, mobile telephones and tablets. The types of media interaction supported via that application or web browser could be 'chat', 'instant messaging', 'email', 'video', 'phone calls', 'voicemail', 'file sharing' and 'calendar'.

In an increasingly remote working world, 'Presence' is a powerful feature of a UCaaS platform. It makes it easy to see a person's availability from within multiple media sources and to therefore interact with them in the most effective way.

A UCaaS platform can be provisioned in a number of ways such as 'public cloud' via partners such as Ring Central or Gamma; 'private cloud' hosted within the NG Bailey Cloud platform; 'hybrid cloud' where a customer retains some of their core infrastructure but hosts other elements in the cloud; or 'community cloud' where multiple organisations (generally public sector organisations in similar verticals and geography such as the NHS or Local Government) share the same cloud platform to generate efficiencies.

These solutions can also be deployed as 'on premise' solutions where the infrastructure and software reside on the customers premises.

We work with a number of partners to be able to deliver a flexible and agile service offering to meet their strategic goals. Not all customers require the same features or have the same budget and it's important to have a range of customer options.



Our Key UCaaS partners

Public cloud

- Gamma
- Ring Central

Hybrid and private cloud

- Mitel
- Node4
- PXC

Private cloud

- Node 4

On premise

- Mitel
- PXC



Cabling considerations

- A Category 6a cable is typically 7mm and a Category 8 is 8.2mm.
- A Category 6a cabling system is the industry standard for the applications required by many brands, including supermarket giant Tesco.
- Category 6a holds several advantages including being easier to terminate, test, easier to install and handle on site.
- The use of Category 8 often requires its containment to be upgraded to accommodate it.

Need to know



The Big Switch Off

The deadline for Openreach to turn off the traditional landline system – Public Switched Telephone Networks (PSTN) and Integrated Services Digital Networks (ISDN) – as part of the UK's move to digitise the network and shift to Voice IP Services has been extended.

The 'big switch off', initially set for December 2025, has been delayed for critical national infrastructure and vulnerability services until 31 January 2027 to allow providers and support services more time to prepare and address issues.

However, don't rest on your laurels, as for most consumers the December 2025 deadline remains.

So, what does this mean for those affected? Well, the good news is there's now more time to make sure you're fully prepared.

[Here's my handy guide to the key essentials.](#)

“Extension of deadline good news for many”

says David Stonehouse, Technical Director at NG Bailey IT Services.

1 Contact BT Openreach

If you haven't already, then the first thing you need to do is contact BT Openreach and find out the ISDN switch-off date in your area and local exchange. This will be crucial in understanding your timeline.

Remember, the deadline of January 2027 is when it should all be completed so you could be working against a much shorter deadline for your area.

2 Audit existing lines, products & services

Next, you need to look at your connectivity requirements and the types of devices you're using to determine the right solution for your business.

One of the apparent causes of the 2027 extension were concerns about whether some devices such as telecare, used by over two million people to call for help in emergencies, could be migrated over by the original deadline. The new deadline gives more time for this.

In cases where internet access isn't available there is a new solution being developed, which doesn't require an active broadband connection, called Single Order Transitional Access Product (SOTAP) for Analogue. Trials for SOTAP are already underway with the new technology expected to launch as early as September this year.

Whilst SOTAP may offer some Telecare services a solution, it's only a temporary one until new technologies have been developed, so your transition doesn't end here.

3 Find a partner

Whether the necessary changes you require are major or minor, proactive preparation is key. Having an expert partner can significantly reduce the stress, cost and time outlay. In our experience transitioning can take as little as weeks but equally for some solutions it may require several months.

This spectrum exists because of the unknowns; by working with a unified communications partner such as ourselves we can support with auditing your requirements and looking at solutions which are currently available or soon to launch, providing support throughout your transition.