



3CX PARTNER TRANSITION GUIDE

FOR ORGANIZATIONS ALREADY USING 3CX

Keep 3CX. Upgrade the Partnership.

Changing 3CX partners should improve support, engineering, and ownership - not force an unnecessary rip-and-replace.

15 YEARS OF 3CX EXPERIENCE. DataPath Solutions, Inc. brings 15 years of hands-on 3CX experience across architecture, engineering, implementation, hosting, carrier integration, migrations, support, and ongoing management.

PRESERVE WHAT WORKS. DataPath evaluates your existing platform, licensing, hosting, SIP carriers, numbers, call flows, endpoints, integrations, documentation, and network dependencies before recommending change. Keep what is secure, supportable, and serving the business.

Can Your Current 3CX Partner Answer These Questions?

REDUNDANCY. Do you have redundant 3CX instances or a tested recovery/failover strategy if the primary system or hosting location becomes unavailable?	SIP DIVERSITY. Do you have access to multiple supported SIP providers, or does one carrier represent a single point of failure?
E911. Is emergency calling configured and validated for each applicable office and user/location scenario, including correct dispatchable-location information where required?	MANAGED 3CX. Who is actively managing updates, backups, certificates, monitoring, security, carrier issues, and moves/adds/changes?
GEO-DIVERSE HOSTING. Can your 3CX environment recover in a geographically separate hosting location if the primary region or facility becomes unavailable?	BUSINESS CONTINUITY & DISASTER RECOVERY. Is there a documented plan for loss of the 3CX instance, hosting location, SIP carrier, Internet circuit, SBC/router phone, or office? When was the last time you practiced and validated that plan?
FULL-STACK ENGINEERING. Are SBCs/router phones, firewalls, QoS, switching, Internet connectivity, and endpoints engineered together for voice quality and continuity?	CONTINUOUS OPTIMIZATION. Is your partner proactively reviewing AI, Teams/CRM integrations, messaging, fax, call flows, reporting, licensing, and user experience - not just keeping the system running?

If any answer is unclear, DataPath Solutions, Inc. can review the environment before recommending changes. Keep what works, identify avoidable risk, and build a practical path forward.

From Current State to Better 3CX

TRANSITION STAGE	WHAT YOUR EXPERT 3CX TEAM DELIVERS
Assess & Document	Review ownership and access, licensing, hosting, carriers and numbers, call flows, endpoints, integrations, network dependencies, security, continuity/recovery planning, and documentation.
Architect & Improve	Identify what should stay, what should change, and where better design, resiliency, routing, AI, integrations, or operating standards can add value.
Transition & Coordinate	Build a controlled transition plan and coordinate 3CX, hosting, SIP providers, telephone numbers, devices, networks, and users with testing and minimal disruption.
Manage & Optimize	Provide ongoing administration, moves/adds/changes, troubleshooting, carrier coordination, upgrades, monitoring, documentation, responsive support, and continuous improvement.

Powered by 3CX. Engineered by DataPath. Architected, implemented, managed, and supported by Your Expert 3CX Team.

LET'S REVIEW YOUR CURRENT 3CX ENVIRONMENT

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