Enterprise Cloud Phone Whitepaper

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Cloud Phone Systems

9 Transformative Benefits for Enterprises of Any Size

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Executive Summary: Cloud is the New Normal for Any Size of Business

Prevailing technology trends are driving businesses like yours to adopt services like cloud phone systems. What trends? The proliferation of personal mobile devices used for work, the rise of the remote workforce, the demand for more detailed data, and the opportunity to jettison expensive on-site infrastructure in favor of streamlined software solutions. **A cloud based phone system empowers businesses to harness these developments to raise their companies to greater heights of success.**

It's been apparent for some time, with **market revenue expected to surpass $49 billion by 2023**, that cloud is the new normal for businesses.[1] Organizations are increasingly diverting more budget towards cloud apps and platforms, with IT teams opting to host less hardware on-premise, and **phone and communication systems are no exception**. While the adoption of cloud based tools is not a new concept, the motivation to move phone systems to the cloud is quickly becoming a necessity, rather than a trend. **In some European countries, telecoms providers aim to switch off the PSTN as early as 2020. Globally, the target switch-off is by 2030.**[2] Organizations desiring to future-proof their business should take heed, and prioritize establishing a long-term communications strategy, prior to the traditional telephone network reaching its inevitable end-of-life deadline.

With your phone system in the cloud, you can:

Expand
Your organization with a highly scalable solution that integrates with third-party software providers and offers mobility applications for remote workers.

Capitalize
On the latest telephony tools and features to make your employees more efficient and responsive

Eliminate
Unnecessary distractions that eat away at your productivity and budget

[1] Retrieved 02 March 2021 from DevOps Online - Global Cloud Market
[2] Retrieved 02 March 2021 from Spearline - Out With The Old

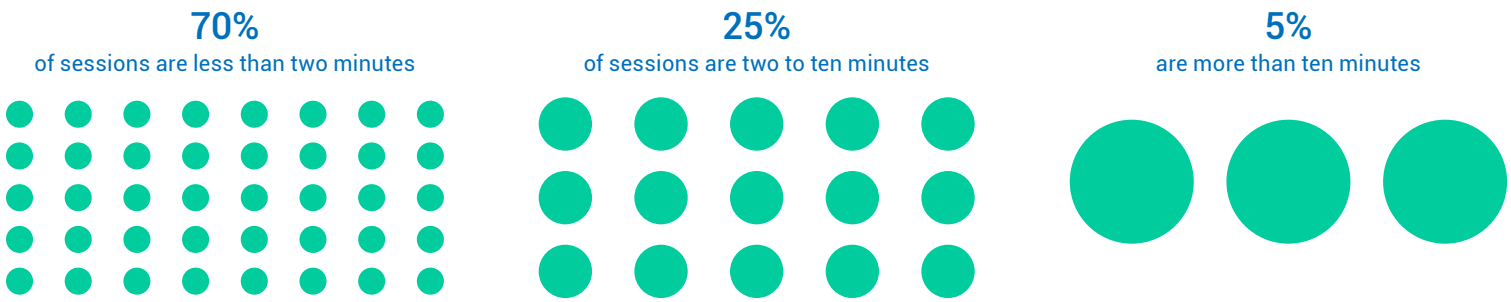
Eliminate Unnecessary Distractions

Workplace distractions are proven to severely hamper productivity. The effects of even short distractions are startling. One study found that **it takes an astounding 23 minutes for a worker to refocus on a task after they get distracted**.[3] Putting that into perspective, how often does your phone ring or beep while you're doing something else? **Most people check their phones 58 times a day** (see Figure 1).[4] Based on these numbers, if it takes over 20 minutes to recover from every notification, how much of your day is spent on distraction recovery?

Distractions are not only limited to checking your phone. It encompasses inefficient communication channels such as email, or disjointed channels that requires user navigate between multiple apps in order to complete a task. **Businesses lose $600 billion a year in workplace distractions**.[5] As a result, organizations have turned to technology like cloud-based phone systems that integrate with high quality instant messaging, group chats and video conferencing. A **full-stack cloud phone solution removes these distractions**, freeing your business to delight customers, growing your organizations & delivering the best products for your industry.

On average, we pick up our phone 58 times per day!

Figure 3



Source: Elite Content Marketer

[3] Retrieved 01 March 2021 from Sereneapp - Workplace Productivity Statistics

[4] Retrieved 01 March 2021 from Elite Content Marketer - Screen Time Statistics

[5] Retrieved 02 March 2021 from Global Work Place Analytic - Resource Cost Benefits

Simplified, All-Inclusive Pricing and Predictable Budgets

With a traditional on-premise phone system, it's virtually impossible to avoid budgetary fluctuations. If you lease a system, fluctuations can come from many sources such as monthly data center space and power usage, annual solution inflation, and unscheduled on-premise support. Even if you own the system outright, there are **significant scheduled maintenance costs & upkeep to account for**, let alone the cost and effort to resolve unplanned disasters that impact your infrastructure. The hardware powering your system will require regular maintenance, software updates and eventual replacement to remain viable. **As hardware ages, its performance will inevitably degrade**, and you will need to have the in-house expertise, or have to pay an external expert. In addition, your organization will be required to replace the hardware as it nears end of life, **rather than waiting for a full breakdown, in order to avoid business impacting disruptions**.

With a full-stack cloud phone system, you pay a monthly or annual subscription that provides access to an off-site system. VoIP can **trim down initial costs for start-ups by roughly 90%**[6] and for **small businesses can decrease the cost of** local calls by up to 40% and **international costs by 90%**. In most cases, the subscription fee is based on how many "seats" – or users – you are looking to equip with the software. A mature cloud-based communications provider will provide an all-inclusive solution; meaning there are no additional charges for usage, which gives you a **predictable month-to-month phone system and service budget**. Perhaps most importantly, any system updates, security enhancements, or performance issues are handled by the provider, not you. In addition, companies that move their phone system to the cloud as there is a **30% reduction in expenses related to conferencing tools**.[7]

With a Full-Stack Unified Communications Solution, a Company with 100 Employees Can Save;

191
hours/day company-wide

6207
8 hour days

Equivalent to more than
27
employees/year

Source: GoTo - Raise Your Business

[6] Retrieved 02 March 2021 from FinancesOnline - 2020/2021 Market Share Analysis & Data
[7] Retrieved 02 March 2021 from FinancesOnline - 2020/2021 Market Share Analysis & Data

Reduced Hardware Costs, Maintenance & Upgrade Responsibilities

A significant portion of the delta in budgeting, between a traditional and a cloud phone system, is due to the hardware requirements. A traditional system involves purchasing the complete system, or private branch exchange (PBX), which requires maintenance whether the PBX is located in office or is hosted. **An on-premise system is capital intensive, which is not typically feasible for smaller organizations** and the upfront cost restricts investment strategies for larger organizations. **The setup cost for on-premise phone systems can start at $20,000**. On the other hand, **setup costs for a cloud phone system can be as low as $0**.[8] In addition, a significant capital expense is required every few years to refresh hardware as unfortunately, **the average lifespan of hardware is only 3-5 years** (see Figure 2). In addition, as your business expands to other locations, you have to repeat the process of purchasing a new system, coordinating the delivery, installation and maintenance. Another crucial factor is once the initial investment is made, and system installed, any maintenance or repairs required during the system's lifespan falls on your shoulders. In comparison, **cloud-based contact centers reduced their IT personnel costs by 15%**.

By evolving your communication solution, and moving to a full-stack cloud communications platform, it eliminates most of the traditional phone system hardware requirements. There's still a PBX or VoIP server involved, however it is maintained off-site by the cloud system provider, who also handles all the time & knowledge intensive system maintenance and software updates. **Businesses that utilize unified communications solutions save an astounding average of 191 hours daily and 49,660 hours yearly**. In most cases, the only in-office hardware requirements for a cloud-based phone system are cloud-compatible phones* and a business-class router. The lack of extensive hardware demands also makes it far easier to expand your system to accommodate new hires, offices and quickly adapt to dramatic industry shifts such as COVID-19 presented.

[8] Retrieved 02 March 2021 from FinancesOnline - 2020/2021 Market Share Analysis & Data

*What is a Cloud-Compatible Phone?

A cloud-compatible phone has the ability to transmit your calls over the internet, rather than a traditional Public Switched Telephone Network (PSTN). This is accomplished by converting the audio signals of your call into data signals. You may also hear a cloud-compatible phone called the following;

- Internet phone
- Internet Protocol (IP) phone
- Voice over Internet Protocol (VoIP) phone
- Session-Initiated Protocol (SIP) phone

Another important thing to note, is often with a mature cloud communications solution provider, any device can become a cloud-compatible phone. Providing a significantly greater range of flexibility for your organization, allowing for bring-your-own-device (BYOD), any range or corporate device, tablets, or desktops.

Figure 2

Asset	Recommended Refresh On-Premise	Recommended Refresh Cloud Environment
Servers • Traditional • Virtual	4 years	Cloud provider maintains servers, removing burden from practice to refresh
Network Equipment • Routers • Switches	5 years	Cloud provider maintains network equipment, removing burden from practice to refresh
Storage • Primary storage • Backup storage	3-5 years	Cloud provider manages storage, removing burden from practice
Tape/backup hardware	5 years	Cloud provider maintains tape/backup hardware, removing burden from practice to refresh
Workstation devices • Desktop computers • Kiosks	3 years	4-7 years*
Mobile Devices • Tablets • Laptops • Mobile phones	2 years	2 years

* Workstation devices have a longer lifespan when using cloud services because no data is left on the local machine

Source: https://netgaincloud.com/blog/whats-the-lifespan-of-hardware-and-software/

USE CASE

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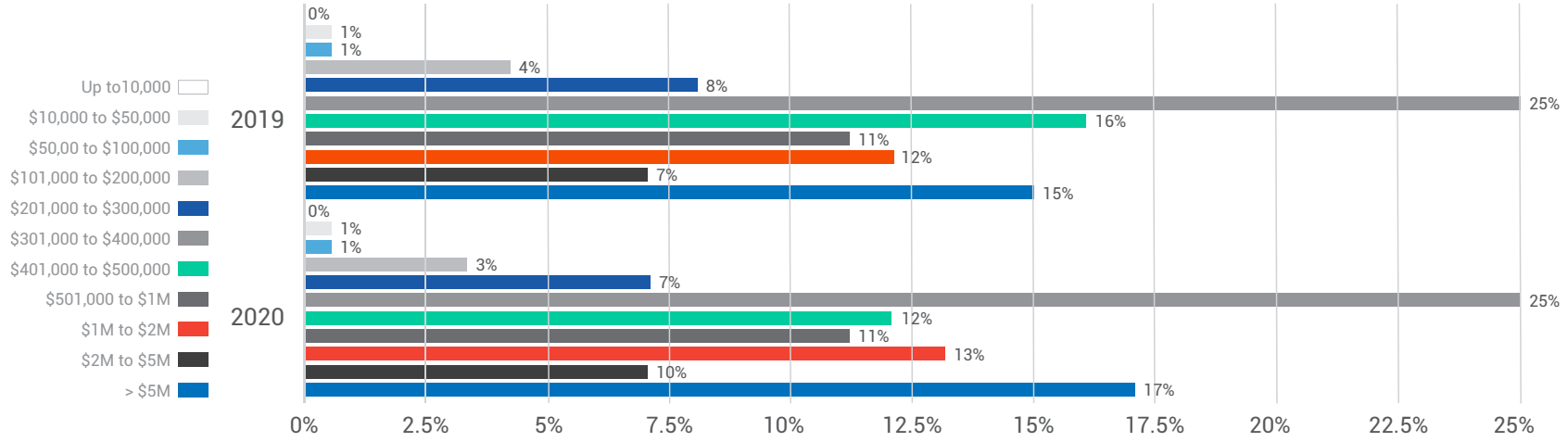
Decreased Downtime & Time Spent Troubleshooting

When technical issues arise with a traditional phone system, if it beyond the ability of your dedicated staff member to resolve, the only option is to schedule and pay for the out of scope on-premise support. **Odds are the technician is unavailable same day**, which means your organization could be without vital connectivity for an unknown amount of time. This delay can be further exacerbated if your business is not centrally located, if there is high seasonal demand for support, or a large scale outage. Another way in which **cloud-based phone systems help with avoiding unexpected expenses or profit lost to due downtime** (see Figure 3). **Of a poll of nearly four hundred businesses, 99% said they had experienced a hardware failure.**[9] But what does this actually mean for your organization? **Gartner reported an average cost of $5,600 per minute, and over $300k per hour, due to systems downtime.**[10]

For businesses where voice quality is critical, advanced remote troubleshooting tools are a must. **Perhaps unsurprisingly, 90% of data breaches in 2019 were caused by human error**, as opposed to hardware or software security vulnerabilities. With end-user mistakes often being either a cause or catalyst in the majority of breaches, **disjointed communication tools provide even more opportunities for end users to unknowingly open themselves, and their organizations to human-focused attacks and breaches**. Given a majority of issues arise from users and end point configuration, it is vital for IT and Administrative support to have access to **tools that provide not only remote access, but control, tracing and troubleshooting**. The user experience is captured and monitored continuously, all data is logged and analyzed statistically offering information that can be used to detect issues proactively, but also provide data for troubleshooting when needed. **Increased uptime is one of the biggest benefits of the cloud, according to 80% of respondents** in a Frost and Sullivan study. Service Management tools can increase that uptime even further by alerting companies about problems before they get too bad.

Average cost per hour of enterprise server downtime worldwide

Figure 3



Source: https://www.statista.com/statistics/753938/worldwide-enterprise-server-hourly-downtime-cost/

[9] Retrieved 01 March 2021 from Storagecraft - Hardware Failure

[10] Retrieved 02 March 2021 from Evolven - Downtime, Outages and Failures - Understanding Their True Costs

Capitalize on the Latest Telephony Tools and Features

Lower costs and predictable budgets can be beneficial to businesses, but only so long as the savings don't remove tools that are essential to their employee's productivity. In fact, **86% of corporate executives, educators, and employees cite ineffective communication and poor collaboration as reasons for failures in the workplace.**[11] So how do organizations successfully reduce their phone system budget while ensuring employees are still equipped carrier-grade tools so they can successfully fulfill their roles?

Not Your Ordinary Calling Features: Virtualized Benefits

Cloud phone solutions hold a natural advantage in the business-communications ecosystem. **Since a cloud system is delivered through an internet connection**, instead of a copper-wire phone line, **its capabilities are remotely delivered**. This provides immense flexibility, as the voice features aren't limited to the type of server and number of ports available through your in-office system. With a cloud-based phone system, any number of auto attendants, extensions, voicemail boxes, and conference bridges can be set up as needed for your organization. In addition, since the **upgrades and maintenance of the software is managed by your provider**, there is no need to replace your costly system with a newer version in order to take advantage of newly available features as they are rolled out. **Unified communications can lead to 50,000 hours in saved time and $920,000 gains due to higher productivity and efficiency.**[12]

Cloud-based phone features are also more advanced, enabling speed to market for emerging technologies, data analytics, increased troubleshooting capabilities and infrastructure visibility, and automates operations on a greater scale throughout your organization. Thanks to the advantages cloud-based phones provide order traditional phone systems, **teams using VoIP instead of landline services can save 50% to 75% on communication costs.**[13]

[11] Retrieved 17 February 2021 from Expert Market: Communication in the Workplace Statistics for 2021

[12] Retrieved 02 March 2021 from FinancesOnline - 2020/2021 Market Share Analysis & Data

[13] Retrieved 02 March 2021 from Finances Online - Business Phone Syste Statistics

Popular Cloud-Based Solution Functionality & Features:

Extends voice, video and secure messaging to all employees, across any device

Typically includes standard telephony features such as Call Hold, Call Transfer, Voice Mail, Messaging Waiting Indicator, Call Monitoring, Call Recording, Message Sync and Address Book integration

Centralized cloud-based management allows IT administrators to tailor for any VoIP environment and to instantly deploy new features to all users

Enhanced security with signaling and media encryption, and firewall traversal and compliance

Automatic distribution of new software updates through multiple distribution channels

Automated Software Releases Reduces Security Risks

With on-premise solutions, organizations tend to push their luck with regards to hardware and software upgrades, prolonging the inevitable for as long as possible; however, **prolonging hardware updates can have more drastic, noticeable repercussions like security vulnerabilities** caused by outdated software versions or hardware upgrades that were not completed, or not done in a timely fashion. **If exposed, these vulnerabilities provide a prime opportunity for malware and hackers to wreak havoc upon your organizations or customers**. With cloud-based phone, IT administrators can be confident that their employees are using the latest software release. This is particularity important for Android and iOS users, as **new operating system releases can have unintended impacts on the user's existing applications**, often requiring immediate updates to their apps. **Viruses and malware are the most common software problems at 38.3 %**, followed by OS failure and other issues at 25.2% percent;[14] however, with cloud based phone systems, the **automatic distribution of new software greatly improves your organizations ability to keep ahead of security risks**.

By adopting a cloud communications solution, the provider is responsible for pushing out new releases through multiple distribution channels, including Apple's App Store and Google Play. Often mature solutions providers will also have a provisioning platform that allows IT Administrators to **instantly deploy new features to all employees**, or can target changes to a specific subset of the employee population.

[14] Retrieved 01 March 2021 from Storagecraft - Hardware Failure

Actionable Insights from Call Analytics & Custom Dashboards

Few business and technology trends have commanded as much attention in the last few years as data collection. Companies have also discovered the value of collecting call data, an undertaking previously only accessible to large PSTN's, which is now made available to any size of organization with the availability of cloud phone systems. **By 2022, Gartner says public cloud services will be essential for 90% of data and analytics innovation.**[15] Call data collected through a cloud system is easily accessible, provides real-time data and reporting, often all available in a custom online dashboard. **Custom dashboards that provide call reports and analytics** can enhance your security by **alerting you to potential breaches**, making data analytics easier and more efficient. Ideally, tools enable support teams to accurately pinpoint end user issues, measure frequency and provide insight to the following;

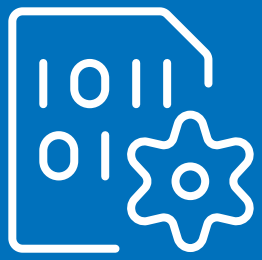
- **Visibility:** For edge device configurations, including Bluetooth devices.
- **Granularity:** Ability to record every call & generate real-time data.
- **Call Record Metrics:** Voice quality, jitter, packet loss, burst gap loss, delay, signal level, noise level and echo return loss.
- **Network Identification:** Ability to isolate Wi-Fi and mobile networks issues (3G, LTE).
- **Configuration:** Configurability for Codec, NAT traversal, Transport protocols, Device OS, Headset and connection (Bluetooth).
- **Analytics Dashboard:** Multi-dimensional metrics analysis, real-time data & dashboard.

> "In 2021 IT will spend significantly less time chasing call quality gremlins in their network and more time monitoring, configuring, and securing their collaboration and UC platforms"

Phil Fry, VP of Financial Compliance at Verint

Why Data Collection & Analytics is Vital:

- Data empowers you to make informed decisions
- Data helps you identify problems
- Data helps with strategic planning
- Data helps justify funding and budgetary decisions
- Data saves you time
- Data analytics increases return on investment



[15] Retrieved 01 March 2021 from Gartner - Data and Analytics Trends

"Unified communications enable information sharing through screen share, virtual whiteboards, webcams, chat, and more. Increasing the need for full visibility into what is said, shown, shared, or typed to detect employee misconduct, data leakage, acceptable use, regulatory, and compliance risks."

Anthony Cresci, VP of Business Development at Theta Lake [16]

The user experience is captured and monitored continuously, all data is logged and analyzed statistically offering information that can be used to detect issues proactively, but also provide data for troubleshooting when needed. **Sophisticated operational tools** may include Client Logging, **allowing administrators to quickly pinpoint end user issues**. For example, by integrating a communications solution with this functionality, if an employee is experiencing a firewall connectivity issue when working from home, the employee can easily send a troubleshooting ticket.
The IT administrator will immediately receive a **detailed report that captures the user's softphone settings, network configuration and recent signaling flows**. Another powerful feature is the ability to see how the cloud-based phone is operating in the field. **Voice quality estimates can be collected after each call**, summarized into standard reports, consolidated user data such as device type, operating system version, USB headset model and statistics related to voice, video and messaging usage to aid IT in pinpointing the issue.

"Organizations need a way of monitoring employees to ensure they are adhering to regulations and have the support they need to deal with customer inquiries securely from home"

Steve Smith, the CEO of Fonative [17]

[16] Retrieved 09 February 2021 from UC Today Security Regulations and Compliance Round Table 2020
[17] Retrieved 09 February 2021 from UC Today Security Regulations and Compliance Round Table 2020

Scalability & Flexibility: Not a COVID Trend – It's a Necessity

It is rare for businesses that operate at the same size for long, with growth patterns ranging from predictable and seasonal, to unpredictable such as we saw with COVID-19. **Having a scalable UC too is essential in order to be able to weather anticipated and unanticipated technology changes**. As your business grows, it comes against the challenges of higher demand, greater exposure, and squaring off against larger competitors. The challenge is, increased growth and increased expenses go hand in hand. With the need for more employees, a greater range of knowledge, expertise, more integrated tools to handle the heightened demand for effective communications, and analytics.

Often the emphasis on optimizing technology is placed on the physical premise based infrastructure, without the same consideration and planning applied to cloud-based tools. **60% of companies don't have a long-term strategy for their internal communications**. No matter how big your company is – large or small – you need to have a long-term plan for your internal communications. It may be easy to deprioritize a communication strategy if you are a small company; however, solo workers and large teams of 7-11 employees get **the biggest benefit from UC systems with 50% of businesses witnessing great benefits for teams of these sizes**.[10]

In addition, seasonal-growth companies aren't the only ones who benefit from scalable solutions. **Organizations with predictable growth patterns still need tools that support communication and collaboration**, while accounting for attrition and other headcount-reducing risks, while still providing IT the ability to provision users faster and easier than ever before. The same applies for organizations that aim to expand into new locations **without paying exorbitant fees for on-premise wiring and installation fees**. Versatility in your real-time communications system helps a business succeed.

While a series of smaller third-party solutions could do the job, a full-stack cloud communications solution comes with a high level of interoperability, carrier-grade calling, voicemail, messaging, conferencing and more streamlined deployment and management. **Businesses are increasingly adopting cloud phone systems as a future-proofing measure** because these systems enable seamless scaling (particularly when sites are spread across multiple locations), integrations with other business expanding tools and applications, and provide simple-to-implement accommodations for remote workers.

USE CASE

< INSERT YOUR COMPANY LINK TO USECASE/PAGE>

[18] Retrieved 16 February 2021 from Smarp: 10 Shocking Internal Communications Stats You Can't Ignore

[19] Retrieved 02 March 2021 from SpectrumVoIP Business VoIP Statistics

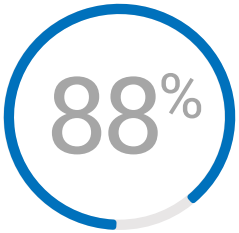
Remote Deployment of New Hires and Office Sites

As businesses change and grow, the ability to quickly and seamlessly scale up — or down — becomes a necessity. Adding new employees or office locations requires the company to adapt its existing phone system in order accommodate the need for more lines. This is **harder to accomplish using traditional on-premise telephony systems**, due to the advanced planning required, **higher setup and maintenance costs, the need for hardware on-site and reliance on IT support**. A new office usually requires its own phone system, resulting in another huge capital investment and separate PBXs to manage and maintain.

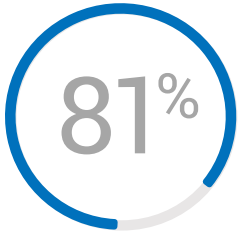
On the other hand, a cloud-based phone system, enable businesses of any size to manage communication services in a less costly, more streamlined and agile manner. **Literally within minutes of joining the team, a new hire can get their own phone number, send and receive instant messages** (instead of yet another email) and reach out to any colleague, regardless of where they're located. A cloud phone system has the deployment capabilities to **add your latest hire using an online portal** and establishing the connectivity with a few simple clicks of a mouse. Given the system is accessed remotely, its simple to set up an extension that's physically located in a different city or country. Cloud-based communication solutions provide a phone system that will grow smoothly with your company, without the cost of an expensive capital outlay.

Seamless Integration, Automation & Third-Party Interoperability

In the Unified Communications (UC) space, interoperability is the process of making sure that your services work perfectly alongside your other systems. Interoperability can include **ensuring that your new cloud based communication services work with your existing call recording systems, video conferencing endpoints or peripheral devices**. As your company grows, or is simply optimizing operations, you will integrate addition applications and systems that offer improved worker productivity, sales and marketing automation, data entry and record keeping. While there are thousands of solutions and applications out there that will likely help you manage your company and improve employee performance, **introducing too many tools can create more friction** in the workplace for several reasons. Training employees to use the tool properly takes up into valuable time, implementing a new system inevitably requires working out any bugs that come up and fostering rapid adoption of new tools among employees can often be challenging. Then once all the programs are up and running, switching back and forth between them can lead to unnecessary delays, lost productivity, misplaced data and lost opportunities; whereas, **34.3% of businesses have reduced IT spending by an average of $161k a year by eliminating redundant apps and shifting to cloud-based Unified Communications as a Service (UCaaS) solutions**. [20]

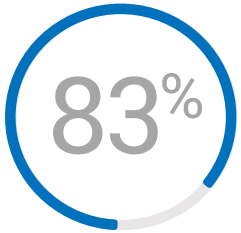


Jump between apps for messaging



Employees use disparate solutions for conferencing

Cost of poor communication with lost productivity



Use different tools for video conferencing

Source: GoTo - Raise Your Business

Organizations that mindfully integrate communications tools that interconnect and work in tandem, are **well positioned for growth opportunities and unexpected industry disruptions such a COVID-19 presented**. Cloud phone systems deliver unprecedented opportunities to integrate your other cloud applications with your phones and automate workflow functions. One survey collected opinions from over **300 IT professionals, 87% of whom work at organizations with more than 1,000 employees** and asked, **"What part of your communications user setup/provisioning would you automate if you could?"** Respondents favored automating all four options with the same weighting: **Automation of provisioning for instant messaging, video conferencing, telephony, and email each received between 50% and 54% of votes** (multiple choices allowed). This result suggests that automation is a general preference for IT, regardless of the specific technology. On-premise telephony infrastructure traditionally struggles to keeping up with emerging automation technology.

[20] Retrieved 02 March 2021 from GetVoIP - State of UC 2020

Nemertes' 2020 global study of 460 organizations found that [22]

91%

Now allow for work-from-home

Up from 63% prior to the pandemic.

72%

Of employees are now home-based

Up from 34% before February 2020

75%

Of customer-facing contact center agents now work remotely

Up from 59% before the pandemic

Enabling Remote Workers with Powerful Mobile Apps

An early-2020 survey found that **59% of us use at least three devices at work**, including mobile platforms; **even prior to the rapid shift to remote working caused by COVID-19**, work-location flexibility has been gaining traction for years with over 38% had team members working remotely, with **1 in 5 relying heavily on mobile**.[21] This only makes sense as organizations expand into new markets, begin operating out of multiple office locations and increase use their personal mobile devices for business communications.

Cloud phone systems offer mobile applications that solve the communication problems that plague remote work initiatives. These mobile apps transform personal mobile devices into extensions of the employee's office phone, enabling them to make and take calls using their business number rather than being forced to use their personal numbers. Extension dialing is also available, as is call holding, conference calling, and location-based call rules that contribute to a healthy work-life balance, including the below benefits; [23]

- **95%** of employers with remote work policies say is has a high impact on employee retention.
- **46%** of companies that allow telework say it has reduced attrition.
- Organizations that implemented a telework program, realized a **63% reduction in unscheduled absences**.
- Many reports show teleworkers are **35-40% more productive**.
- Businesses **lose $600 billion a year** in workplace distractions.

[21] Retrieved 01 March 2021 from UC Today - Mobile UC RoundTable

[22] Nemertes, "Visual Communications and Collaboration Research Study: 2020-21", Nemertes, June 2020

[23] Retrieved 02 March 2021 from Global Work Place Analytic - Resource Cost Benefits

We'll Let the Numbers Speak for Themselves[24]

Sun Microsystems' experience suggests that employees spend **60% of the commuting time they save performing work for the company**

AT&T workers **work five more hours at home than their office workers**

JD Edwards teleworkers are **20-25% more productive** than their office counterparts

American Express **workers produced 43% more** than their office based counterparts

Compaq **increased productivity 15-45%**

BM slashed real estate costs by **$50 million**

McKesson saves **$2 million a year**

Nortel estimates that they **save $100,000 per employee** they don't have to relocate

Dow Chemical and Nortel save **over 30% on non-real estate costs**

Sun Microsystems **saves $68 million a year** in real estate costs

[24] Retrieved 02 March 2021 from Global Work Place Analytic - Resource Cost Benefits

Conclusion

To elevate your company, circumvent falling behind competitors, and to take advantage of the substantial benefits available, you need a cloud phone system. It is clear **older phone systems are going extinct** as more businesses are abandoning hardware-centric solutions in favor of hosted models with **61% of companies surveyed in 2018 who said that they would be switching to VOIP as soon as their other phone contracts expired**.

Businesses are motivated to make this change because technology advancements made **cloud based phone solutions highly sustainable, cost effective, all-inclusive and flexible**. All of which is revolutionizing markets and enabling rapid growth that an **in-office phone solution will never be able to keep pace** with. Cloud phone systems, on the other hand, are extremely adaptable, able to remotely roll out new features, functions, and security enhancements that help companies leverage these trends to their advantage, including:

- The adoption of end-to-end network visibility with advanced remote troubleshoot tools and call analytics
- Easier collaboration through a single platform with a consistent user interface
- Flexibility for employee collaboration from within, or outside of the office
- Reduced administration and maintenance costs via cloud providers
- Integration and interoperability with mission-critical business applications
- Eliminating distractions that minimize your productivity and stress your budget
- Capitalizing on the essential tools and features your employees need to tackle greater demands and higher expectations
- Expanding your operations with minimal hardware, integrated third-party support platforms, and mobile-workforce solutions

Get Started !

These aren't the only advantages a cloud phone system offers your business. To learn more about how a phone system in the cloud could simplify your technology administration and enhance your collaborative efforts,

Contact our Sales Team today

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