

6 Signs That You Need to Upgrade Your Business Phone System

To survive in today's ever-changing business environment, it is imperative for a business to adopt the latest innovations in communication technology. Is the time ripe for replacing/upgrading your existing phone system? Which solution will best suit your business? Assess your needs by asking the following questions:

- Is your existing phone system becoming technically obsolete? Check the compatibility and interoperability of your phone system with existing upgraded IT/networking equipment.
- Does your phone system have scalability features? Are you able to add more extensions/users? Scalability is an important feature, particularly for a business with substantial growth plans.
- Is your phone system able to effectively handle the increasing number of incoming and outgoing calls? Check for network congestion. Increase in call volume is normal for a growing business, and the phone system should be well-equipped to handle the boost in traffic.
- Does your phone system support VoIP telephony? Transporting your voice calls among branches via an IP network, which you already use for email and data transfer, can save your inter-branch telephone costs. Other cost saving can be realized using VoIP.
- Does your phone system have a multi-office support feature? If you plan to open new sites at multiple locations, your phone system should be able to manage and remotely administer extensions at those locations — or home-based offices — as easily as if they were on-site.
- Does your phone system allow your mobile work force stay connected and accessible? For your front-end sales executives and other staff members, who are on-the-move most of the time, enhanced connectivity is a requisite operational feature.

Signs That You Need a Hosted Phone System

- Do you have multiple office sites? With a hosted phone solution, multi-location offices are easily served. The service provider can assign a virtual number to the office location of your choice.
- Do you want to outsource the technical services that support your business communication and focus more on your core business? With a hosted phone solution, the entire telephony infrastructure, except phones and related equipment, resides at a remote location and business communication is managed remotely.
- Are a large number of your employees on the move most of the time? A hosted phone solution enables employees to stay connected remotely using a broadband Internet port via an IP phone or a computer with a soft phone.
- Do you have specific calling features requirements? Is “find me/follow me” a must-have? Would an “auto attendant” be more effective at managing your incoming calls? A hosted phone system solution provides the flexibility of choosing the features that best suit your needs.

Signs That You Need an On-Premise Phone System

- Do you have customized business communication requirements that are not met by off-the-shelf solutions?
- Do you want control over your telephony infrastructure? Do you have strong in-house IT expertise? The implementation, maintenance and support of on-premise PBX system call for a well-built infrastructure and operational IT/networking expertise to carry out integration, customization, routine upgrades and related tasks.
- Is your organization large? Are you looking for a long-term integrated business communication solution? Your investment in an on-premise solution can ultimately be more cost-effective than any other solution.