



5 Signs You Need To Upgrade Your Phone System

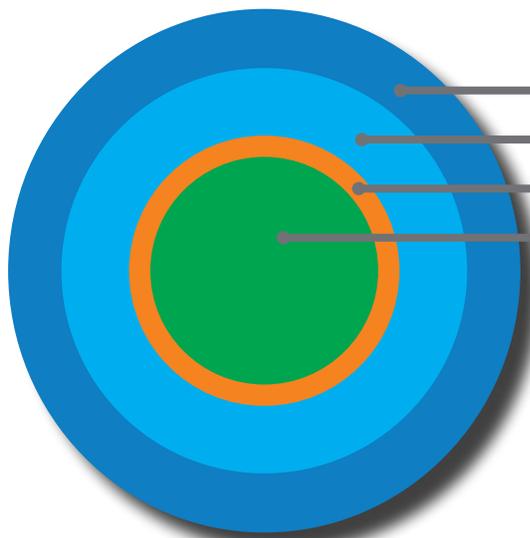


BUSINESS
COMMUNICATION
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1. Does Your Phone Work With You or Against You?

The Internet has completely redefined what it means to run a business. We now have access to an endless array of exciting tools for productivity and collaboration. We can work from anywhere at any time via the mobile devices of our choice. To be relevant in today's economy we must be flexible, social, and always on; and our phone systems should enable us to do all this and more.



85% of Americans own a cell phone

82% of which use it to take photographs

56% access the internet from their devices

50% send or receive emails

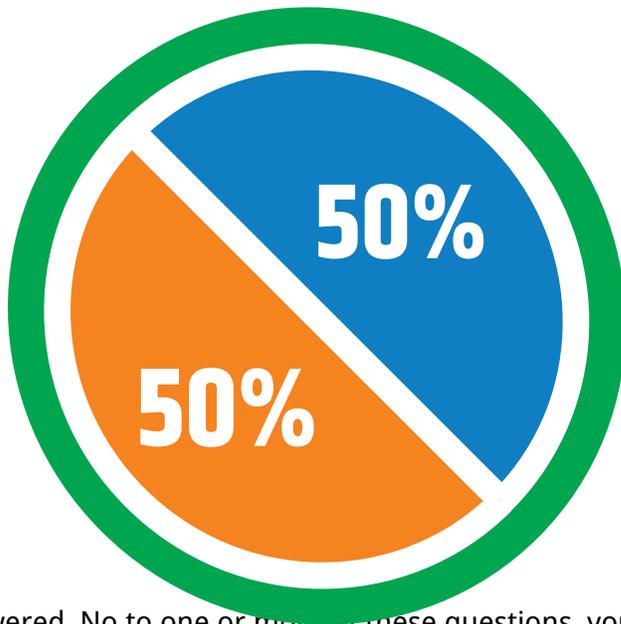
The modern workplace requires flexibility, and a phone system that accommodates an always-on, on-the-go business.



2. Are You Managing Your Business or Your Phone System?

As a smart business leader, your first priority should be growing your business, not managing your phone system. So how do you know if you're investing too much time maintaining your current phone system? Easy, just ask yourself these four questions:

1. Do your employees contact the vendor to troubleshoot phone issues?
2. Can you add new licenses and services quickly and without scale limitations?
3. Do software upgrades happen automatically?
4. Are you getting one invoice from one vendor?



A majority of VoIP business customers say the solutions they purchased have met 50% or more of their performance improvement goals, while another 50% say they plan on expanding their investment in their VoIP systems.

If you answered, No to one or more of these questions, you're spending too much time dealing with an outdated phone system. Today's systems are managed by vendors who specialize in business communications, and provide expert installation and support, so your IT staff (and you) can focus on more important business.

3. Does Your Phone System Enhance Your Bottom Line?

Like all other technology investments you have made, your phone system should be strategic in helping to boost your bottom line. Integrating your phone system into your current technological landscape provides eye-opening intelligence that enables your people to be more efficient and productive.

1. Is your phone system integrated with core applications like CRM, ERP, ATS, or other?
2. Does your phone system provide invaluable data that enables you to optimize staff levels, evaluate employee performances, analyze marketing spends, and understand customer behavior?
3. Does your phone system help sales reps be more productive?
4. Is your phone system a powerful tool for training and coaching employees?



10-15% of data leads to revenue.

In a world where data drives success, a phone system that provides valuable data raises the bottom line. A business that wields customer data correctly can attribute 10-15% of revenues to the actions resulting from that information.

If you answered, No to any of the above questions, count it a sure sign that its time you tapped the hidden resource that is your phone system, and put it to work for you.

4. Is Your Phone System Omnipresent?

The ability to be everywhere at once is no longer a dream, but a necessity, and your phone system should entirely support you in this. Whether you work from home, the office, an airplane, your hotel or a coffee shop, your phone system should empower your company to maintain a unified front. If you can't use a desk phone, computer or mobile phone to transfer a call to a co-worker, even if you aren't in the office, then you definitely need to upgrade your phone system.

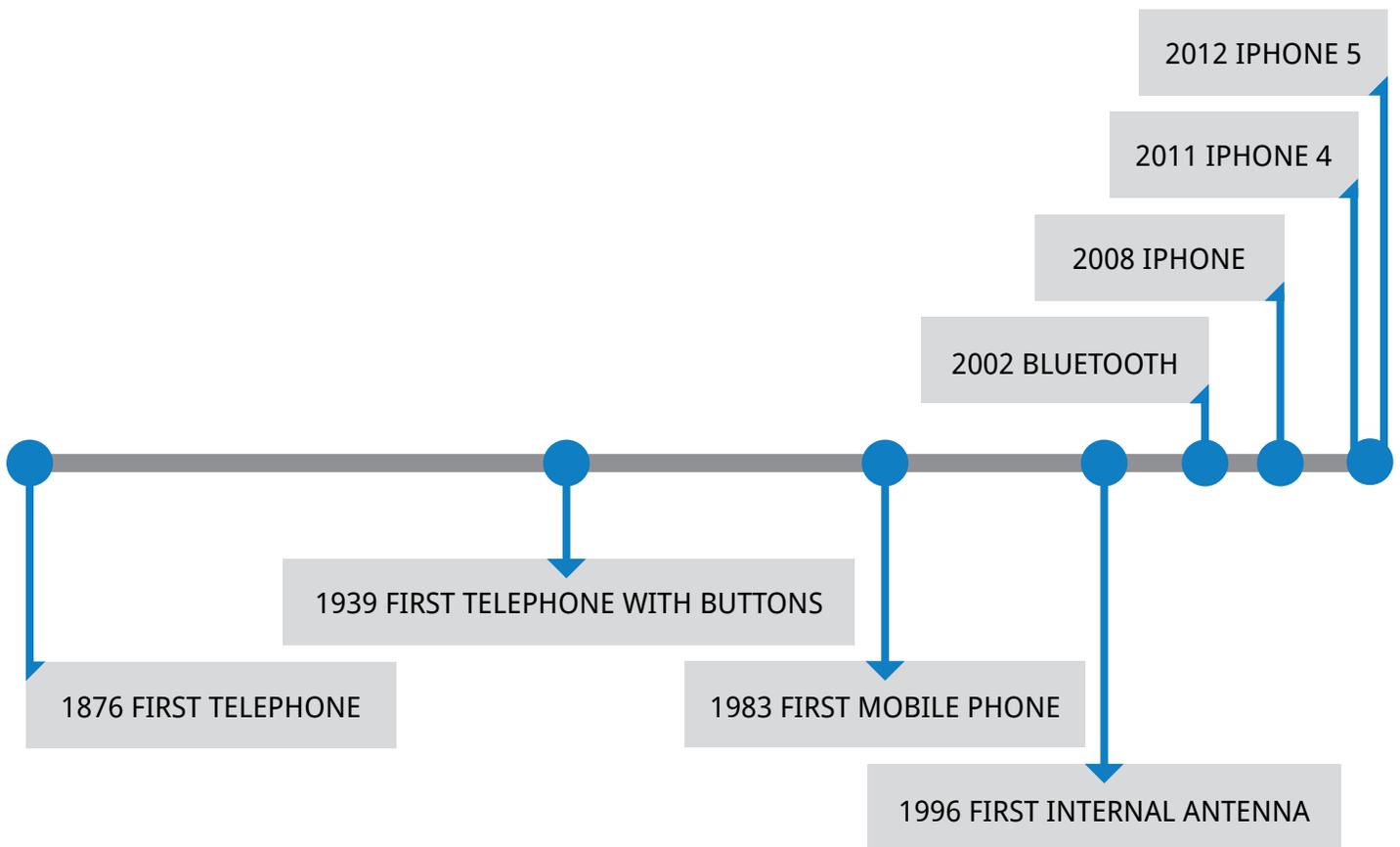


Modern information technology has liberated the employee from the office, and now your business can be as mobile as ever. 3.1 million American employees work primarily from their homes, not including the self-employed.

5. Are You Up on the Latest and Greatest?

More and more companies are turning to cloud phone systems to ensure they stay current and competitive. One of the biggest benefits of choosing a cloud phone system is the quick access to the latest advances in technology, features and upgrades. Of the two types of VoIP providers, Basic Hosted VoIP requires a do-it-yourself approach to hardware and software upgrades, while Managed Premium VoIP employs a team of experts, who take care of everything for you.

It took 63 years after the first telephone exchange for the introduction of phones with buttons. Now new upgrades and innovations are being introduced constantly, and are being implemented effortlessly through the cloud.



Your Phone System Can Do Better

We hope five signs has saved you time in determining if its time to upgrade phone system. To learn more, subscribe to the [BCS Blog](#) or visit our [Resources page](#).

You can also request an onsite demo by following this link: [Click to Request a Demo](#).

Remember to look for:



A PHONE SYSTEM THAT WORKS FOR YOU



**MANAGED BY A VENDOR FOR
EXPERT INSTALLATION AND SUPPORT**



RAISES THE BOTTOM LINE



AVAILABLE ANYWHERE



ALWAYS UP TO DATE