

# HOW HOSTED VOICE IS CHANGING BUSINESS COMMUNICATIONS

## **YOUR BUSINESS CAN REAP THE BENEFITS OF HOSTED VOIP**

In the last few years, communication technology has made tremendous strides to serve a changing business landscape, replacing simple voice communications with feature-rich unified communication solutions. With the full suite of services available to you today, there are significant business benefits that you should not leave on the table. For example, your customers calls should always reach you or your staff, whether you are in the office or working remotely.

Your phone system should be integrated into contemporary business applications - such as your CRM - and offer add-on collaborative features like file sharing and video conferencing. And certainly, your phone system and staff should not be vulnerable to unforeseen outages.

Whether you are currently using a legacy analogue phone solution and considering the move to hosted voice, or you have an older VoIP phone system that has not kept up with the latest innovations, it is time to gain the business edge your business deserves by switching to a state-of-the-art VoIP solution.

## HOW VOIP NOW SERVES THE NEWLY MOBILE WORKFORCE AND REMOTE WORKING



The number of remote workers has skyrocketed, particularly over the last year, and your business is probably no exception. You undoubtedly have several staff members regularly working from home or employees who need to stay connected on-the-go. Hosted VoIP, with its mobility solutions, can keep your team productive - from any location and from any device. Here are just a few of the advantages:

- VoIP service allows your employees to receive and make calls from their laptop or personal mobile device while using the company's business phone number. Clients will be able to reach them anywhere in the world. In essence, a desktop computer, tablet or smartphone can function as a regular desk phone connected to the company phone system.
- Allowing your staff to telecommute results in better work-life balance, higher job satisfaction, less stress, and fewer sick days for your team, significantly improving your employee retention.
- Bad weather or other unforeseen circumstances will not interfere with your company's ability to answer calls and perform critical work. With its wide range of collaboration tools, VoIP ensures your team can work together from any location and any device.

## INCREASE PRODUCTIVITY WITH THE MANY FEATURES OF HOSTED VOIP AND UNIFIED COMMUNICATIONS

You want your phone system to enhance, not detract from productivity and profitability. A hosted voice solution can increase productivity in the workplace, reduce overhead spending and waste, and increase employee efficiency. Here are some hosted VoIP features that accomplish this goal:



**Presence** - avoid “telephone tag” and see when your team is online, on a call or away. The “Call on Available” feature alerts you as soon as they become available.

**Voicemail made easy** - retrieve messages from your desk phone, desktop application or mobile application and consolidate them into one voicemail account. Voicemail-to-Email and Voicemail-to-Text allows you to view messages from any device and respond quickly.

**Accessibility made easy** - Advanced features, such as Automatic Call Forwarding and Find Me/Follow Me keeps your customers in constant contact with your company. Whether employees are traveling, in training or even on vacation, VoIP allows them to connect with customers when needed without any gaps in service.

**Improved customer relations** – Hosted voice solutions deliver a wide range of functionalities that empower your team to provide positive customer experiences. Features include Call Waiting, Call Forwarding, Mute, Hold, and Redial, as well as advanced call flow setup to ensure that clients are always routed to the right department.

**Improved office collaboration** - Hosted VoIP and its Unified Communication and Collaboration features connect all members of a company, allowing them to work together as if they shared a conference room. Unified Communication features include

chat, video conferencing, shared-screen sessions, file sharing, multimedia annotations over shared files and much, much more.

## **STREAMLINE OPERATIONS WITH INTEGRATION OF CONTEMPORARY CLOUD-BASED APPS**

Today's Hosted VoIP solutions integrate with many of your core apps and services, creating a unified solution for your business. Popular office suites such as Office365 and Customer Relationship Management tools - such as Salesforce and ZoHo - are easily connected to your business phone system, delivering many benefits. Your employees can pick up where they left off when working within a productivity app. With screen pop-ups from your CRM for each call, your team will be able to deliver the highly personalised experience your customers expect, as well as log all calls and notes easily for future reference.

## **CONTINUOUS UPTIME WITH DISASTER RECOVERY AND REDUNDANT INFRASTRUCTURE**

Hosted voice providers have the responsibility to ensure their service relies on a redundant infrastructure and has backup failover in place to protect you, their customer. With your phone system housed safely in the cloud and managed by your provider, you can rest assured that no outage or natural disaster can prevent you from staying connected to your clients. You can continue to reap the benefits of uninterrupted service across your full suite of devices. With built-in disaster recovery, all your phone system settings and data can be restored quickly and efficiently. No more waiting until you get that old 'dial tone' again!

## **CONCLUSION**

It is evident that Hosted VoIP and UCaaS solutions provide numerous benefits for businesses to run more efficiently and they easily scale as your business grows. Businesses that choose a hosted VoIP solution from a quality service provider will gain an edge that other competitors may be missing, and certainly see an increase in both customer and employee satisfaction.

**Syscomm's customers rely on our 35+ years of experience to deliver intelligent solutions that drastically improve the efficiency of their IT systems.**

**Our networks and cloud environments are designed specifically for businesses that need to respond quickly and efficiently to the demands placed on their IT infrastructure. A robust, high-performance network and hosting environment is paramount to running a business today and we take great pride delivering fully managed IT environments to businesses across the UK with some of the most demanding, complex requirements in the industry.**

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