
5 SIGNS IT'S TIME

TO UPGRADE YOUR BUSINESS
COMMUNICATIONS



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Communications technologies have rapidly advanced in recent years with the maturity of Voice over Internet Protocol (VoIP), the strategy of software virtualization, and the birth of Unified Communications and Collaboration (UC&C). However, many enterprise businesses find themselves stuck with the same telecommunications systems for decades.

How do you know if it is time for your company to make a change? Continue reading for five signs that it's time to upgrade your business communications.



Your business has grown since the time when you bought your current system. Maybe you have expanded to new locations, hired more employees, or have additional feature requirements. Any and all of these circumstances were likely not considered in the original deployment of your old platform.

You have outgrown your current system.

Today, you are trying to stretch the old technology to do things that it was never meant to be capable of doing. Without the flexibility of newer technologies, this can cause problems and limit your capabilities.

Much like a pair of pants that you shrank in the wash, your current system just doesn't fit like it used to.



You are wasting your IT talent on upkeep.



Your IT team spends most of its time maintaining your communications system and making sure that everything is working. **If this seems like a waste of talent, that's because it is!**

Over time, the IT department in many enterprises has become an integral part of the business. With today's newer communication platforms, you are able to hire less experienced employees to manage day-to-day operations. This allows your more talented engineers to move beyond simple upkeep and actually customize your business communication tools to help your other employees become more efficient and productive.

5 You have a complicated puzzle of vendors.

You use multiple vendors for different aspects of your business, yet **they all have to work with each other**. This is common for companies who have department-specific or location-specific requirements for communication.

Older PBX systems often lack the tools needed to create reliable connections between different software platforms like the flexible APIs available today. In order to work around this, you might have to pay for a specialized engineer to develop custom integrations and maintain these integrations for as long as you have the old PBX.





Spending too much to maintain your PBX system.

You are wasting money on what it takes to keep your current system up and running. As your old systems age, go end-of-life, and become obsolete with the advancement in new technologies, you are faced with the challenge of maintaining functionality.

Older telecommunications products were built with **proprietary hardware and software that can be cost-prohibitive to maintain.** Often, vendors that provided you with these solutions can only offer expensive overhaul solutions.



5 Too much time spent on new employee training.

When you experience turnover in any job function, there is a certain amount of training that takes place. With an older PBX system, this training can be **complicated, frustrating, and a huge waste of time** that could be better used actually getting things done.

This is because user interfaces and the processes that are built-into these older pieces of legacy technology were not designed to be intuitive like in the newer hosted PBX platforms of today.



At the end of the day...

Your business runs on the efficiency of your communications service. Without a system that can keep up with demand, how can your business scale with ease? How are you meeting customer satisfaction standards if your communications services don't have the features you need? And what could your skilled employees be focusing on if they didn't have to upkeep an old phone system?

Chances are you have already been feeling like it's time to upgrade your communications. When you're ready, we're here to help you perform that upgrade.

Contact us today to upgrade: 801.662.0363