

Ten reasons to switch to Hosted PBX

1

Lower monthly pricing. Because Hosted PBX uses digital voice/VoIP and your existing internet connection, costs are drastically lower. You could see cost savings of nearly 50 percent on a per-line basis.

2

Lower (or no) operation expenses. You don't need an outside vendor to manage your phone system. Our New England-based team manages everything from upgrades to general maintenance.

3

Real-time call tracking. Accessible from any web browser, businesses can easily see who's on the phone, how long they've been on the phone, and who they're on the phone with.

4

Find Me/Follow Me. Never miss an important call. Your extension can automatically forward to up to 10 numbers (like a cell phone) when you're away from your phone, and voicemails delivered straight to your email inbox.

5

Low upfront costs. While many hardware-based PBX systems can cost \$5,000-\$20,000 to install, wire, and configure, you only pay for the phones and service with Hosted PBX. The service uses your existing Ethernet wiring and internet connection to connect to the outside world.

6

Seamlessly connect multiple locations. For large companies or companies with telecommuters, Hosted PBX allows you to connect multiple locations as if it were one office.

7

Failover features. Since all of your menus, voicemail, and extensions live on our servers, if you lose power

or your internet connection, external callers will still be able to reach your main menu. Each extension can failover to an external phone number automatically.

8

Ease of use. There's no guessing about what you're doing. Your phone tells you who's on hold, and what you're doing with each and every call. Set up Do Not Disturb, or start a conference call. It's easy to follow and understand what you're doing.

9

Interactive Voice Menus. Easily configure and interactive menus that get your customer to the correct department each and every time. Menus can be modified based on time and dates for additional convenience to your callers.

10

Real-time usage. You can easily view call logs in any format (daily, weekly, monthly), so you can track usage and observe call trends.

Switching phone carriers and systems can be a daunting task; worries of downtime, missed calls, and potentially missed business are completely understandable when undertaking such a big transition. Thankfully, there are safeguards in place to help protect against major issues.

In many instances, switching to Hosted PBX involves moving to new IP-based phones (vs. older analog systems). Because of this, the new Hosted PBX handsets can be installed without disrupting your current phone system, as they use two separate sets of wiring and networks. Hosted PBX phones will often be pre-programmed and ready to use for outbound calls as soon as they're plugged in, and can also be assigned a temporary direct number so users can begin testing the new phones, and learning their new features and capabilities.

Transitioning phone numbers from one carrier to another can take up to two weeks on average, and this timeframe will allow you to "get a feel" for a new Hosted PBX system. This will help make sure that the phones are all configured exactly the way your business has requested, your employees have used them in order to become familiar with them, and everyone is ready and eager for the transition.

It's important that every business have streamlined, efficient communication tools to interact with clients, vendors, and between employees. Hosted PBX not only provides an excellent resource, it often can help enhance call features while potentially reducing costs as well. If your business is considering making a change in phone systems and vendors, now is the perfect time to consider moving to a Hosted PBX system.