

iCloudConnect

The Business Case for **Cloud-Based Phone Systems**





By moving to a cloud-based phone system, you no longer need to worry about your communication infrastructure's ability to keep up with the needs of your business.

Switching from a premise-based phone system to a cloud-based solution offers a variety of benefits for businesses of all kinds, from reduced costs, to increased scalability, mobility, and disaster recovery capabilities. It's a switch with proven and immediate business value, but you'll likely have some questions and concerns.

Let's take a look at some of the most common questions we get from customers when researching options for improving or future-proofing their business communications and collaboration solution.

COMMON CONCERNS

[I already have an on-premise PBX.](#)

By moving to a cloud-based phone system, you no longer need to worry about your communication infrastructure's ability to keep up with the needs of your business. There's little to no expertise required and it provides every capability of a traditional phone system, and then some — all while reducing your costs upfront and over time. Additionally, because new features and capabilities are continuously being added without the need for a system upgrade, cloud-based phone systems won't become obsolete in a few years.

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Moving over to a new system will disrupt my business.

With our cloud-based phone systems, there's no hardware or software to buy, no installation or setup required, and the implementation of a cloud-based solution is much less disruptive than a standard upgrade of an on-premise system. The switchover can be done with minimal or no interruption after hours. Your employees will never even know the difference, beyond realizing they now have additional tools and increased flexibility.

Moving over to a new system will adversely affect my customers.

Cloud-based phone systems (sometimes also referred to as Unified Communications (UC) or Unified Communications as a Service (UCaaS)) solutions are increasingly being recognized as more reliable than their on-premise counterparts, with geo-redundant options that ensure immediate failover without service interruptions.

I don't know anything about Voiceover IP (VoIP) or UCaaS.

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I hear of outages all the time. I can't afford to go down.

With a UCaaS solution, outages are actually much more rare than you'll experience (or maybe have already experienced) with a premise-based system. The average cloud-based system has an uptime of 99.99%+. Plus, in the unlikely event of a service interruption, recovery happens much more quickly, and the disaster recovery options are more robust and easier to implement.



Scaling will cost me too much money.

One of the benefits of a UCaaS solution is infinite, cost-effective scalability. With an on-premise system, scaling requires extra space, the purchase and installation of new hardware and software, as well as configuration. Due to the length of time and the expense associated with scaling, businesses often have to forecast their growth needs and pay for the added infrastructure in advance. With a cloud-based solution, all of the infrastructure costs are taken care of, and scaling can be done on-demand, for a fraction of the cost of scaling with an on-premise system.

Hosted PBX isn't reliable.

When implemented properly, a hosted PBX solution is more reliable than a premise-based solution, as it can scale to meet your business's evolving needs, and provides benefits that traditional phone systems cannot match. Hosted PBX also reduces the capital expenditure of a new phone system, safeguarding it against technological obsolescence, broadband failures, and natural disasters.

I've invested in a phone system fairly recently/I don't think I can afford to switch.

Our Unified Communication platform doesn't require any large or upfront investments like a traditional phone system. A cloud-based phone system is proven to reduce your operating costs upfront and overtime. That means your expenses are actually reduced and because our platform is continually updated to provide your business with new, enhanced capabilities and features, your business lowers costs while remaining cutting edge and always up-to-date.

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COMMON QUESTIONS

[Do I need a new or alternate Internet connection?](#)

No, you do not require a second Internet connection for business resiliency. However, a second Internet connection is recommended, as it provides a great way to further solidify your network solution.

[What happens if I lose my Internet connection?](#)

All UCaaS solutions rely on Internet connectivity, but with a hosted PBX solution, when you lose your broadband connection your communication infrastructure remains available. In other words, your Internet connection is no longer a single point of failure. Additionally, our solution includes a mobile application that allows employees to stay connected even if both your network and all of the broadband carriers are down.

[Is Hosted PBX as feature-rich as traditional PBX systems?](#)

Our cloud-based phone systems include features most organizations couldn't afford with their existing phone system. You now have the ability to manage these great features via our easy-to-use browser-based interface, with no expertise needed. You'll be able to access carrier-class scalability, and API-extensible apps such as Salesforce.com or Outlook, providing you with a simple solution for all your communication needs.

[Will I have to switch carriers?](#)

The benefit of our cloud-based PBX platform is that you'll never have to deal with a traditional, long-distance carrier again. We manage all carrier connectivity in the cloud, with 'cross-connects' directly to the PSTN. Our platform includes connectivity to multiple carriers for redundancy purposes, so no single carrier issue will impact your business. We carefully select every carrier and closely monitor their reliability and costs so our customers get the best results at the best prices.



How to Switch to iCloudConnect Business Phone System

If you want to reduce operating costs with a cloud-based business phone system built to grow and evolve with your changing needs, contact iCloudConnect at 844-333-4678 or visit us on our website at www.icloudconnect.com to receive a customized quote. When you're ready, we'll install your new phone system with ZERO downtime to your team. We look forward to helping you make a switch with immediate benefits and value for your business.

