



# 10 BENEFITS OF HOSTED VOIP FOR SMALL BUSINESS

You may be moving or expanding your business. Your current telephone system may be experiencing degradation. Either way, hosted VoIP is worth considering as alternative to an on-premises telephone system.

# 1

## Minimal On-Site Support Needed



It's sometimes difficult to get timely service for on-site telephone control hardware, especially for older equipment. Hosted VoIP control hardware is centrally managed and serviced in the cloud.

# 2

## Industry Standard Telephones



Many on-premises systems require proprietary telephones. Hosted VoIP systems use industry standard phone equipment from vendors such as Polycom and Yealink. This means more availability and lower cost.

# 3

## No Geographic Constraints



Even when a workforce is distributed, VoIP allows all staff to all be on a single, unified phone system with fully featured telephones. Transferring a call across country is no different from transferring a call to the next cubicle.

# 4

## Easy to Configure



Some older phone systems have to be programmed using a dial pad and a small telephone display. Hosted VoIP systems provide a full browser interface for setting up system and user options.

# 5

## No Separate Telephone Wiring



VoIP phones run on the same cables as business computers. There's no need to spend money to have a separate set of telephone wires run in an expanded office space or a new building.

**# 6**

## Continuous Feature/Function Improvement



Unlike an on-premises telephone system that can have a relatively static feature set, a hosted VoIP solution is software-driven. This means that valuable new features and functionality are continuously being made available.

**# 7**

## Simplified Billing



With hosted VoIP, all services, including telephone lines, are one easy to understand invoice. The total monthly costs of a hosted VoIP telephone system do not have to be deciphered, assembled and calculated.

**# 8**

## More Easily Accessible Salespeople



Sometimes, missing a phone call can mean missing out on a sales opportunity. Even when outside of the office, a salesperson can forward their desktop VoIP phone extension to their mobile number.

**# 9**

## Valuable Reporting and Analytics



Hosted VoIP solutions capture many data points and provide actionable analytics such as inbound call volume by line by hour. Customer service staff can be scheduled appropriately based on call volume trends.

**# 10**

## Telephone Portability



When an employee changes offices, moves to a new location or goes on an extended trip, they can take their phone with them and plug it into any business grade internet connection.

To learn more about VoIP for your small business, please call us at  
916-235-9988