5 WAYS
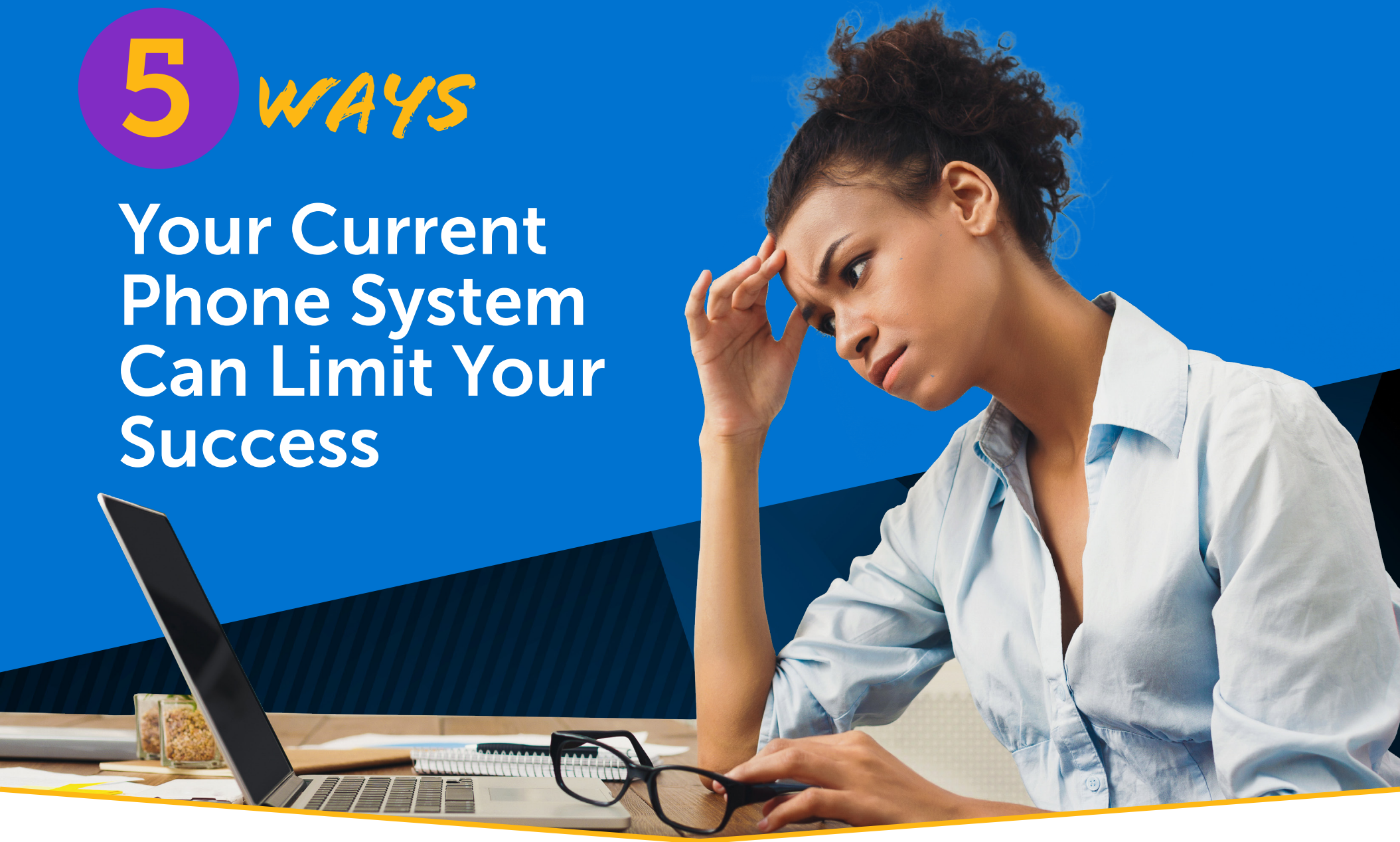
Your Current Phone System Can Limit Your Success

Mitel®

Powering connections

Can Your Phone System Fully Support Your Business?

Before the pandemic, the only time you thought about your phone system was when it wasn't working. For many organizations out there, the "set it and forget it" mindset cost them in more ways than one. The way we work—and how a business interacts with its customers—has changed.

Has your business phone system kept pace with the times? More importantly, is it capable of helping you meet tomorrow's challenges?

This e-book outlines five components to consider when evaluating your current phone system. Reduce costs, improve the user experience and set your business up to grow with updates to your phone system.

5 COMPONENTS to Consider When Evaluating Your Current Phone System

1 | Your Budget

Is your system cost effective?

2 | Mobility

Can your phone system support today's "anywhere, anytime, from any device" mode of doing business?

3 | Productivity

Does your phone system help or hamper employee productivity?

4 | Scalability

Can your phone system scale to support changing business dynamics?

5 | Ability to Add Features and Functionality

Can your phone system support future and emerging technologies?

1 Your Budget
Does your phone system make sense for you?

It's important to find a model that fits how your organization runs today, while being flexible enough to adapt if your needs change in the future. Consider whether CapEx or OpEx is the right budgeting approach for you.

As your needs change, organizations tend to purchase standalone software. While this helps them meet their immediate needs, it also adds complexity to their phone systems and require additional staff and time-consuming administration, resulting in greater costs over time.

Find value with a technology partner that offers robust, productivity-boosting options to upgrade your system in an easy-to-manage way that frees up IT resources and saves money.

Ask your partner to provide you with a variety of capabilities that seamlessly work with your existing system. This allows you to evolve as your business needs change and avoid paying for features you don't use. Or, consider moving to the cloud if your system needs a complete overhaul. Sometimes it's cheaper.

or

Capital costs
Pay one upfront sticker price for all purchased hardware, software and standard services

Operational costs
Pay a smaller fee on a subscription basis, taking advantage of frequent updates

2 Mobility

Can your phone system support today's "anywhere, anytime, from any device" mode of doing business?

Today's workforce is more mobile than ever. Employees are expected to work on the go, wherever they may be. Tech-savvy workers expect their business communications to be just as sophisticated and easy to use as their personal apps. Does your current phone system provide the same easy features and functionality to all staff members, no matter their location or device?

Organizations should provide employees the same features and functionality provided by the office system on their personal devices. Instead of investing in standalone applications that add cost and complexity, talk to your technology provider to see what updates your system has available that could provide mobility to all your employees' devices.

The majority of smartphones used in the workplace are personally owned devices.[1]

Can your current phone system transform a mobile device into a mobile network?

If not, talk to your technology partner about these features:

MOBILE APPLICATIONS
Allows personal devices to be integrated with your phone network.

CONNECTIVITY
Wi-Fi/cellular call handover to stay connected everywhere.

COLLABORATION TOOLS
Provides team and video collaboration, instant messaging and conferencing to facilitate greater collaboration from anywhere.

SECURITY
Delivers features that keep voice and signaling safe, even in public hot spots.

3 Productivity

Does your phone system help or hamper employee productivity?

A connected workforce is a productive workforce. Does your phone system make it easy for employees to connect and collaborate, no matter if they're in the office, at a remote location or on the go? These features are available on your system, all you need to do is ask for them.

87% of businesses are dependent on their employee's ability to access mobile business apps from their smartphone.[2]
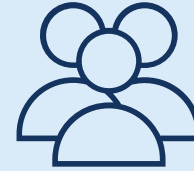
Is your phone system boosting worker productivity or draining it?

Reduce employee frustration and increase productive work time with these features:

FIND ME
Follows employees so they can get the call the first time around, regardless of the device they are using.

PRESENCE
Enables employees to see when other co-workers are available, in a meeting, on a call or out of the office.

COLLABORATION TOOLS
Makes it easier to exchange ideas and get work done with video, instant messaging and file and desktop sharing.

APPLICATION INTEGRATION
Boosts the power of your CRM by seamlessly integrating calling features, call histories and customer data.

4 Scalability

Can your phone system scale to support changing business dynamics?

To stay competitive in today's fast-moving business environment, companies must be agile.

An outdated phone system will slow you down if your communications technology cannot keep up with business demands like moving your workers from your office to remote working or opening new business locations.

This is a great time to talk to your partner about the cloud. However, if you aren't ready to fully migrate to the cloud, there are applications that can offer cloud capabilities on your existing system while benefiting from your existing investments.

Modern communications solutions must be agile to keep businesses competitive.
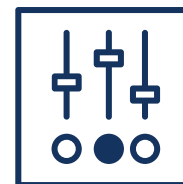
Scale to maximize business growth.
Nearly every organization can benefit from the agility that comes from aligning its phone system with business needs.

Look for these attributes:

PLUG-AND-PLAY
Provides phones that are easy to install without costly upgrades.

FLEXIBILITY
Easily scales to support both the office and your mobile workforce.

REDUCED COMPLEXITY
Avoids complications that add costs and hinder your ability to scale.

INTUITIVE
Supports easy deployment by administrators and enables users to quickly be productive.

FLEXIBLE LICENSING
Delivers simple, flexible licensing so businesses can scale up or down as their needs change.

5 Ability to Add Features and Functionaility

Does your phone system support future and emerging technologies?

Modern times call for modern solutions. Make sure your phone system can keep pace with technological change and has the ability to embrace cloud-based applications and customized solutions as required.

86% of business owners consider workplace issues to be the direct result of inadequate communications tools.[3]

Plan for the future

A phone system needs to have the flexibility to accommodate changes to your business over time. Talk to your technology partner about these features and attributes:

THIRD-PARTY INTEGRATIONS

Integrations with third-party software allow you to take advantage of cloud-based business process applications.

EASY & INTUITIVE

Users will be quicker to adopt communications tools that are simple to use and look and work as easily as the consumer apps they've come to love.

ADMIN PORTAL

Make real-time changes to your users, preferences, permissions and groups.

FLEXIBLE SERVICE PLANS

Change users' service plans and permissions in real time as business needs change.

Why wait?

Communications are vital to your success. If your current phone system is holding you back, it's time to discuss what upgrade options exist for you.

To learn more about your Mitel system and to download other related eGuides, white papers, and to view product demos please visit mitel.com or call 844.YES.MITEL.

SOURCES:
[1] Gartner Press Release. Gartner Survey Finds 1-in-5 Workers Consider Themselves Digital Technology Experts Since COVID-19. April 2021.
[2] 41 Stunning BYOD Stats and Facts to Know in 2020, Tech Jury
[3] The State of Unified Communications in 2020, GETVOIP

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