

# 5 WAYS YOUR CURRENT PHONE SYSTEM CAN LIMIT YOUR SUCCESS

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If you're like many businesses, the only time you think about your phone system is when it's not working. But the "set it and forget it" mindset can cost you 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 eGuide outlines five components to consider when evaluating your current phone system or a new communications solution. **Reduce costs, improve the user experience and set your business up to grow with an updated phone system.**



A MITEL EBOOK



in collaboration with

# CAN YOUR PHONE SYSTEM FULLY SUPPORT YOUR BUSINESS?

## 5 Components to Consider When Evaluating a Business Phone System



### 1 | YOUR BUDGET

Is your phone system cost effective?

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### 2 | MOBILITY

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

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### 3 | PRODUCTIVITY

Does your phone system help or hamper employee productivity?

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### 4 | SCALABILITY

Can your phone system scale to support changing business dynamics?

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### 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 your business?

It's important to find a model that fits how your business runs today, while being flexible enough to adapt if your business needs change in the future.

Consider whether CapEx or OpEx is the right budgeting approach for you.



### CAPITAL COSTS

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



### OPERATIONAL COSTS

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

# 1 | YOUR BUDGET

## Total Cost of Operations Matters

Some phone systems are overly complex and require lots of staff and time-consuming administration, resulting in greater costs over time.

Find value with a business phone provider that offers robust, productivity-boosting services delivered in a streamlined, easy-to-manage way that frees up IT resources and saves money.

Look for a vendor with flexible service plans that offers a wide variety of features, allowing you to evolve as your business needs change and avoid paying for features you don't use. And, consider moving to the cloud; it's cheaper to add new lines and there's no need for costly PRIs.



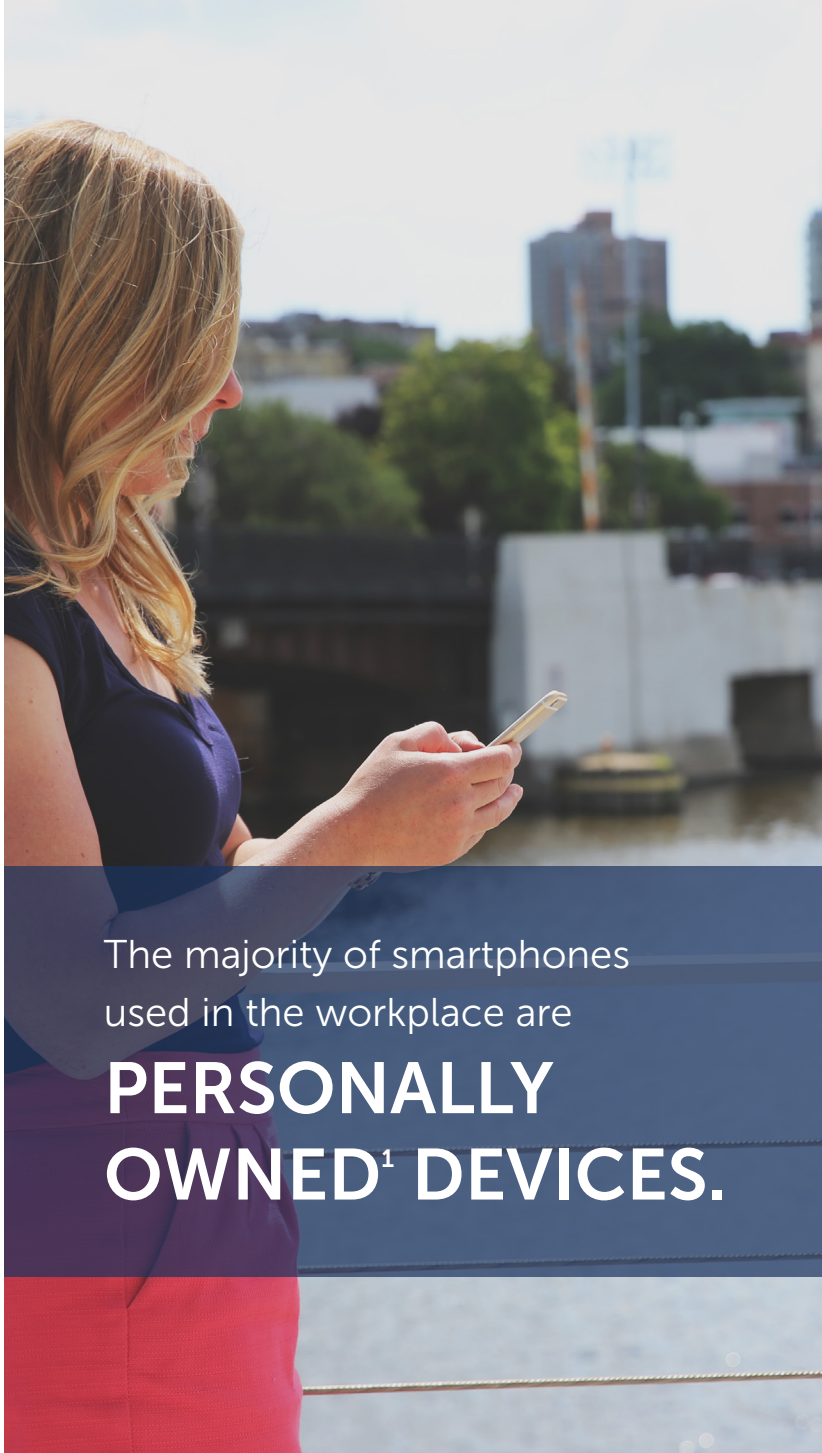


## 2 | MOBILITY

### 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?

Although many people use their own personal device on the job, they may be hesitant to share their personal number in a professional setting. In addition, use of personal devices further complicates tracking and reimbursement of call costs. Most important, those using a personal device should have the same features and functionality provided by the office system.



The majority of smartphones used in the workplace are

**PERSONALLY OWNED<sup>1</sup> DEVICES.**

## 2 | MOBILITY

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

If not, look for a provider that offers these features:

- › **BYOD**  
Allows employee devices to be integrated with your phone network
- › **Connectivity**  
Wi-Fi/cellular call handover to stay connected everywhere
- › **Collaboration**  
Provides team 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?



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## 50% OF U.S. BUSINESSES

cited increasing employee productivity as a top priority for employee engagement on mobile devices.<sup>2</sup>

## 3 | PRODUCTIVITY

### 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 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 the opening of new office locations and changing global customer expectations.



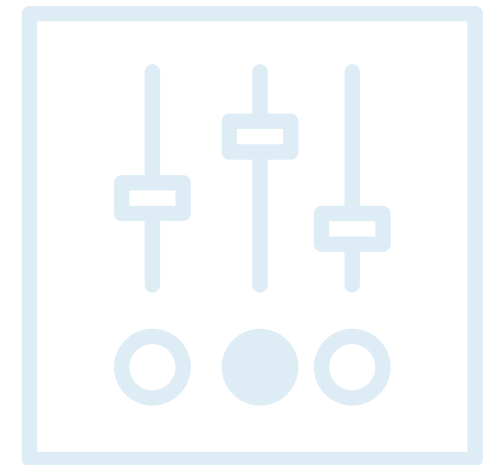
Agility was cited as the  
**MOST COMPELLING  
REASON TO CONSIDER**  
cloud communications.<sup>3</sup>

## 4 | SCALABILITY

### 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 FUNCTIONALITY

### 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 and customized solutions as required.

“Mainstream adoption of new digital technology options is reshaping expectations for what is normal. Most companies recognize that

**CONTINUOUS CHANGE IS NOW  
UNAVOIDABLE.**

The difficulty for these companies may ultimately lie not in their propensity to change, but in their ability to change at the pace the market requires.”<sup>4</sup>

## 5 | ABILITY TO ADD FEATURES AND FUNCTIONALITY

### Plan for the future.

A phone system needs to have the flexibility to accommodate changes to your business over time. Look for 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**

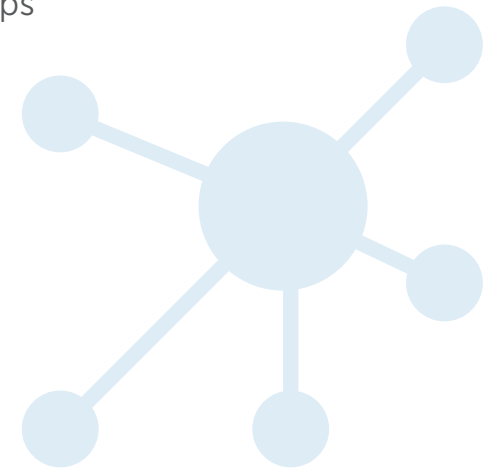
Users will be quicker to adopt communications tools that are simple to use and look and work as easily as the consumer apps they've come to love

- › **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 business success. If your current phone system is holding you back, it's time to explore new options.

Mitel delivers more than 2 billion connections every day and offers solutions that will support your business now and in the future. Learn more at [mitel.com/cloud](https://mitel.com/cloud).

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### SOURCES:

- <sup>1</sup> Gartner Press Release. Gartner Survey Shows That Mobile Device Adoption in the Workplace Is Not Yet Mature. November 2016.
- <sup>2</sup> Forrester's Global Business Technographics® Mobility Survey, 2016
- <sup>3</sup> The State of Cloud Communications, No Jitter 2015 Survey
- <sup>4</sup> Gartner, Predicts 2017: Lead, Follow, or Get Out of the Way — A Gartner Trend Insight Report Published: 16 December 2016

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Powering connections