

11 ways a Hosted Phone system can help your business



Jargon Buster

All You Need to Know

Hosted Phone System is now firmly part of the lexicon in the IT and unified communications industry and choosing the right phone system for your business can be as confusing as it is vital. Your phone system is what powers both your internal and external communication and collaboration, keeps your team connected and makes you accessible to your customers and is an essential component of your business productivity and profitability.

At KubeNet our aim is to make businesses brilliant and working with you to make the best decisions regarding your communication technology .

With this in mind, we've compiled a list of **11 ways a hosted phone system** can power your business and why a hosted solution could be the right decision to help your business grow.



What Exactly Is a Hosted Phone System?

A hosted phone system is a phone system hosted in the cloud, rather than on-site in your office. Rather than relying on hardware and fixed telephone lines, a hosted phone system is cloud based and connected via the internet rather than traditional copper lines. Hosted phone systems use **VoIP (Voice over Internet Protocol)**, so your business can make calls over the internet rather than traditional copper lines and is more like a software licence that's accessible anywhere, meaning that you can make and receive calls not only on your desk phone but also with a softphone or mobile application..



Benefit 1

Significantly Reduce Call Costs with VoIP Technology

Research shows your business could **save upto 70%** by switching to a hosted phone system and can help your business significantly reduce call costs to local, national, and international numbers by making vital business calls over the internet rather than analogue lines. It can help drive your profitability, whether that's boosting productivity with better call control features, flexible working options which is so important in the new-normal and importantly built-in business continuity.

Benefit 2

Eliminate On-Site Hardware

As a hosted phone system is stored in the cloud, there's no need for on-site PBX hardware, servers, and software or PSTN lines. When you choose a Unified Communications provider the cost of everything you need for your hosted phone system is wrapped up into one transparent monthly cost, including all equipment, management, and security, for peace of mind and simplified budgeting.



Benefit 3

Build Flexibility into Your Business

With a hosted phone system, you can build greater flexibility into the heart of your business communication and free your business telephony from the constraints of outdated fixed line technology. A traditional PBX restricts your phone system to your office, cloud-hosted technology enables you to access your phone system from any location, on any device with an internet connection. Hosted telephony enables your business to implement flexible and remote working options ensuring that your employees remain connected and never miss an important call.

Benefit 4

It's your phone number that counts, not your business phone

A hosted phone system allows you to easily integrate a softphone application, a software that allows you to direct calls to your mobile and laptop for simplified call management and better control. With VoIP, it's your phone number that counts, not your business phone and your employees can work effectively from anywhere, whether they're on the go or working from home.



Benefit 5

Built-In Disaster Recovery and Business Continuity

As your phone system is stored in the Cloud and accessible from any location and on any internet connected device, you have built-in business continuity and disaster recovery, giving you peace of mind. In the event of illness, bad weather, hardware damage, or any other event that can interrupt your business, you can be sure that your hosted phone system will remain operational and accessible- 'business as usual' from home or another location.

Benefit 6

Easily Scale Your Solution Up and Down

Cloud solutions are inherently scalable, and a hosted phone system allows you to easily scale up your telephony solution without the need for additional costly hardware. Every size business can benefit from a hosted solution- no matter if it's small or enterprise size. The beauty of a scalable solution is the adaptability and room for growth it builds into your business. With a hosted solution, you have the peace of mind that your telephony solution can evolve to meet the changing demands of your business. A cloud-hosted solution makes it easy to add additional seats and handsets and allows for simplified hot desking and temping- all your employees have to do is log into their account and they're good to go!



Benefit 7

Rich Call Control Features

A hosted phone system is feature rich and can equip SME's with the tools to communicate better and increase collaboration and productivity. Your hosted phone system has a wealth of advanced features to make your daily office and working from home life easier including hunt groups, call routing, auto-assistant, music on hold, presence, find-me-follow-me, and much more.

Benefit 8

Eliminate In-House Maintenance

With your phone system hosted and maintained off-site, you can be sure that your hosted phone system is always fit for purpose and regularly optimised for best performance and minimised downtime. You can equip your business with a sophisticated office phone system without the hassle of maintaining it yourself or paying restrictive annual costs.



Benefit 9

Benefit From Reliable and High-Quality Calls

With traditional PSTN nearing end-of-life a hosted phone system is the future of business communication. With high internet speeds and improved Quality of Service (QoS) a hosted phone system can offer high quality calls and greater reliability than a traditional PBX and copper lines, which are susceptible to outages and technical disruptions.

Benefit 10

Utilising Existing Hardware with SIP Trunking

With a hosted solution, you can enjoy all the benefits of enhanced functionality without disrupting your existing solution. If your existing hardware can support SIP trunking or VoIP, you can integrate existing handsets and devices into your hosted phone system saving your business money by utilising existing handsets and have greater flexibility on how calls are routed.



Benefit 11 Better Security

Security and PBX fraud costs business Millions each year. Hosting your phone system off-site, your business can benefit from better, more advanced security than an in-house system. Your hosted phone system provider will take care of security for you, implementing firewalls, security patches and software upgrades, so you can have the peace of mind that your phone system is fully protected and in professional hands.



Wondering if a hosted phone system is the right solution for your business?

Contact KubeNet and speak to our expert team today.

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For more information on how KubeNet can power your unified communication solutions, call us on request a quote today!

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