

Enhance Business Communications with the Best VoIP Providers

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[Effective communication](#) drives financial performance and employee engagement, according to the Towers Watson communication ROI report for 2009 – 2010. The report says that companies with highly effective communication techniques had 47% higher profits than those with the least effective communication methods. If that is not enough reason for you to start searching for the best VoIP providers today, here's more.

Observing the way businesses manage their communications, you will notice that they are shifting towards Voice over Internet Protocol (VoIP) and away from private branch exchange (PBX) telephony. In fact, 26% of all small to medium businesses have already [switched to VoIP](#), according to the Sensis E-Business Report 2015.

How PBX Hurts Your Business

Legacy phone systems are now obsolete. The fast-paced tech industry has transformed the whole business communication landscape in a span of a few years. Yet, many

businesses still use PBX systems purchased decades ago.

The problem is that it is often impossible to fix an old phone when it stops working. It is difficult to get hold of the parts that are no longer being manufactured. What's more difficult is that PBX systems do not have the features that support remote and globally dispersed employees.

Business owners understand the costs of traditional communication systems. What some of them don't know is that the best VoIP providers can improve business communications and enhance productivity. Tech-savvy entrepreneurs are way ahead of the competition because they are already leveraging the power of VoIP in the following ways.

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Did you know that the average cost of a lost customer is

 \$243

– [Kissmetrics](#)

Reducing Communication Costs

There are immediate savings once your company adopts a VoIP communication system. With this state-of-the-art technology, you will reduce hardware costs. You only need to spend a little on support, management, and maintenance of a single network connection. This is why, according to Forbes, the Best VoIP providers can [charge less than their competitors](#).

While your old PBX system uses an on-site physical equipment, VoIP only requires a single voice and data network. Real estate and cooling costs are reduced since your hardware is in the cloud.

The best VoIP providers also help reduce travel costs. Their cutting-edge VoIP technologies include unified communications, telepresence, and conferencing. These are effective alternatives to face-to-face meetings.

Improving Customer Relations

With today's workforce becoming increasingly mobile, easy access to support is important to keep employees efficient. This is possible with VoIP services. Mobile employees can access the company's VoIP services from their homes, hotel rooms, coffee shops, and branch offices so they can remain productive.

“Employee productivity is enhanced when everyone can stay connected to the organisation’s communications network anytime and anywhere.”

Apart from mobility, Royal IT's VoIP services also comes with powerful tools such as email, instant messaging, customer relationship management, presence, contact management, and many other applications. Customer service representatives, for example, can view customer data immediately when that customer calls.

Did you know that the average cost of a lost customer is \$243, according to Kissmetrics? And you lose one customer after two missed calls. VoIP eliminates missed calls and bad connections. With VoIP business processes, customer relationships are improved, leading to improved profits.

Boosting Productivity and Encouraging Collaboration

Employee productivity is enhanced when everyone can stay connected to the organisation’s communications network anytime and anywhere. Intel found that companies using VoIP and unified messaging solutions [increased employee performance by 134 to 500%](#). They can collaborate with each other even while traveling or from remote locations.

If your firm has offices in various locations or your employees often work from home, communication can be challenging. Traditionally, workers need to check different devices and deal with various service providers. Getting help from the best VoIP providers removes this burden. They can assign a technician who makes sure your system is well-maintained and configured according to your needs.

You may add features to your PBX system to enhance productivity, but with Royal IT VoIP, those features are standard. You do not have to pay for features like call forwarding, voicemail, call waiting, and three-way calling. And many VoIP features, like email and instant messaging, are unavailable to traditional PBX.

Adapting to Change

Opportunities and challenges are common to a thriving business. Adding a new branch office, for example, will require additional hardware and real estate if you use traditional legacy phone systems. It can be expensive and complicated.

The best VoIP providers, on the other hand, can provide solutions for your business's new requirements. Configuring your VoIP phone system requirements can be done with only a few clicks of a mouse. Adding new features, new subscribers, and new contacts is easy. Activating and deactivating features will usually take less than 24 hours.

The time of PBX phone systems is long gone. There is a more cost-effective and efficient service in the name of cloud VoIP.

Get in touch with one of [Royal IT's experts](#) today. Find out how we can help you improve your communication with customers, partners, and employees.



The global mobile VoIP
market is set to grow at
around **28%**
from 2016 to 2020
- [Technavio](#)



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