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Orchestrating Hyperconnectivity

WHITE PAPER / HOSTED VOIP

Comparison of Traditional and VoIP Phones – Industry Secrets

The buying experience for investing in a new phone system can be a daunting one. There are a ton of options, a multitude of providers, and new technology and terms you've never heard of before.

This guide intends to walk you through the differences between traditional business phone systems and voice over IP (VoIP) by sharing some insights and important information that's rarely discussed by other providers out there.

> **SECRET #1:**
> **Traditional phone systems are an investment, while VOIP technology costs are low and the provider manages and maintains the system.**

Traditional phone systems carry a lot of burden and cost. If your business has one of these traditional phone systems, you already know what we mean. You not only incurred an upfront cost of the phone system itself, but you spend money to have a company ready to repair that system if there is a problem.

And every time you want to add an extension, move a desk, or worse, move offices, hefty bills to conduct those changes occur.

VoIP, on the other hand, is a convergence of modern technology where voice and data both use the Internet connection. The cost of Internet connectivity is going down every day.

If you need to add extensions, move desks, open up new locations, add in remote employees, or bolt on satellite offices, there are no additional fees. Just the flat rate cost per phone. This makes VoIP more predictable from a cost perspective, and it allows business owners to not feel so bound by the prohibitive costs that come with traditional phone systems.

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SECRET #2:
Traditional phone systems limit your ability to compete against savvier companies.

Companies with traditional phone systems are challenged by a limited number of lines. Once those lines, or channels, are all used, callers receive a busy signal when they try to connect with your business.

In addition, if an employee tries making an outbound call when the phone channels are all being used on a traditional phone system, they'll receive a message saying that all phone lines are busy. It goes without saying that this causes your business to stop for both the people trying to call in and employees trying to call out.

With VoIP there are no line restrictions, your customers will never get a busy signal, and they will always be able to leave a voicemail if the caller they're trying to reach is not available.

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SECRET #3:
VoIP systems offer features to increase productivity.

Hosted VoIP allows small and medium-sized business access to features previously only available to large enterprises with custom phone systems and an IT department to support and maintain it. On top of VoIP offering unlimited channels for unlimited simultaneous calls, VoIP offers cutting edge features that enable customer service, sales, and virtually all business teams to better serve your customer base.

Many of your competitors already use VoIP and offer their callers these important, new features that only VoIP has:

- A call flow that allows inbound calls to ring almost any phone(s) you desire through either auto attendants or hunt groups.
- Sending voicemail to email, so customer needs are more easily

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addressed on the go, after hours, etc.
- Call forwarding to allow employees to forward calls to their mobile number during days on the road.
- Call center features, allowing swift hunt groups and queues to be established for a more caller- friendly experience.
- Callback requests should a customer not wish to wait on hold, but want a call back from your company, instead.

VoIP offers a bigger business appearance to your company, without a massive expense.

> **SECRET #4:**
> **Traditional phone systems are an investment, while VOIP technology costs are low and the provider manages and maintains the system.**

When your business has a traditional phone system, you might have vendor invoices and bills from your telephone company, internet company, and phone system maintenance company. Just the mere thought of deciding on a new phone system that requires service from three different companies makes our heads hurt!

With VoIP, on the other hand, your data, voice, and maintenance all comes from one provider. And that provider likely provides 24X7 support on all three.

Should something happen to go wrong with any part of your voice or data service, you have one reliable support team to contact for help and aren't left trying to figure out which vendor is to blame and which to call first.

On top of this, with everything centralized under one provider, the root cause of the issue being found quicker is more likely when a single provider has access to troubleshoot all possible culprits.

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About Globalgig

Globalgig orchestrates hyperconnectivity for the enterprise business continuum using managed communications solutions. Globalgig provides wireless connectivity across a 100-plus country footprint and offers a full suite of communications services and products including Hosted VoIP, Mobile Device Management, Wi-Fi Hotspots, Remote Office and Backup, Technology Expense Management and IoT/M2M connectivity solutions. Globalgig is a registered brand of iGEM Communications Holdings LLC, which does business as Globalgig. Globalgig is headquartered in San Antonio, Texas, with offices across the U.S., and in London and Sydney. For more information, visit **www.globalgig.com.**

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