



Time to **Upgrade** Your **Phone System**

Seven signs that
it might be time
to upgrade your
phone system.



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Time to Upgrade Your Phone System

How long has it been since you upgraded your phone system? If it's been more than five years, then your phone system may be costing you money. You could be sacrificing productivity, better customer service, and real money by not taking advantage of all the features and cost savings available with a new phone system.

Here are 7 signs that it might be time to upgrade your phone system.



1. Your Phone Bill is Too High

New phone systems can utilize VoIP technology. Placing calls over VoIP, rather than over traditional phone lines, can be significantly less expensive. Improvements in VoIP and faster, more reliable internet options ensure that these calls are of equal or better quality than calls placed over traditional phone lines.

2. Employees don't have easy access to the phone system when they are on the road or even just away from their desks

Addressing the needs of an "always on" workforce is now a reality for most businesses. Work is no longer about where we go, but what we do. Even when an employee is in the office, they may not always be at their desk when working. Work isn't even about where we sit anymore. This is in addition to addressing the needs of the road warriors, on-the-road service personnel, and traveling executives that may be part of your operation. Unlike when a call is simply forwarded from the phone system to a mobile device, a mobile app is a true extension, just like a desk phone. All the features of the phone system (i.e., forwarding, conferencing, call recording) must be available on the mobile app, not lost when the call is transferred outside the phone system.



3. Employees are in multiple locations, but your phone system doesn't support it

Remote workers and satellite offices have their own set of needs beyond just mobile access. Not only do they need access, but administration of their accounts must be the same as any other account. There may also be issues of interoffice connectivity and dialing plans that all need to be addressed. If you've grown through acquisition, you may even have completely different systems in each office.

Your administrators need to be able to manage the entire system from a single portal. With a hosted phone system, this portal is often provided via a secure web site. Your administrators can take care of the phone system no matter where they are. Setting up a user in another location should be no more difficult than setting up a user in the home office. You should also be able to make calls between locations without cost. If you have multiple locations or remote workers and your current phone system is a cobbled together assemblage of systems and gear, it may be time for an upgrade. A new phone system can address all these problems - saving both time and money, and enhancing operational efficiencies.

4. Support and Maintenance are Costly Headaches

Old phone systems need maintenance. The older they are, the harder it is to get parts and find qualified service technicians. Older phone systems are complicated and there is often a fee for every change, add, or deletion made to the system. There can also be major charges for upgrades and new features.

Newer systems, specifically cloud or hosted phone systems, often eliminate all of those charges and the headaches that result from them. You pay a fixed fee-per-user each month, and nothing more. All upgrades, enhancements, and changes are included in that fee or are so easy to do that you can do-it-yourself. This lowers the Total Cost of Ownership (TCO) and lets you add or subtract users and features as you need them. Costs stay in line with growth and seasonal fluctuations in your business.

In addition, you can even get new phones for all your employees included in the monthly fee if you agree to a term contract.

5. Adding, Changing, or Deleting Employees Is A Nightmare

For seasonal businesses, or companies that are growing quickly, this is an important point. Old systems were designed to be complicated so that taking care of them could be an ongoing revenue stream for the companies that sold them. New systems have been designed so that someone with little or no technical knowledge can take care of the basic functions.

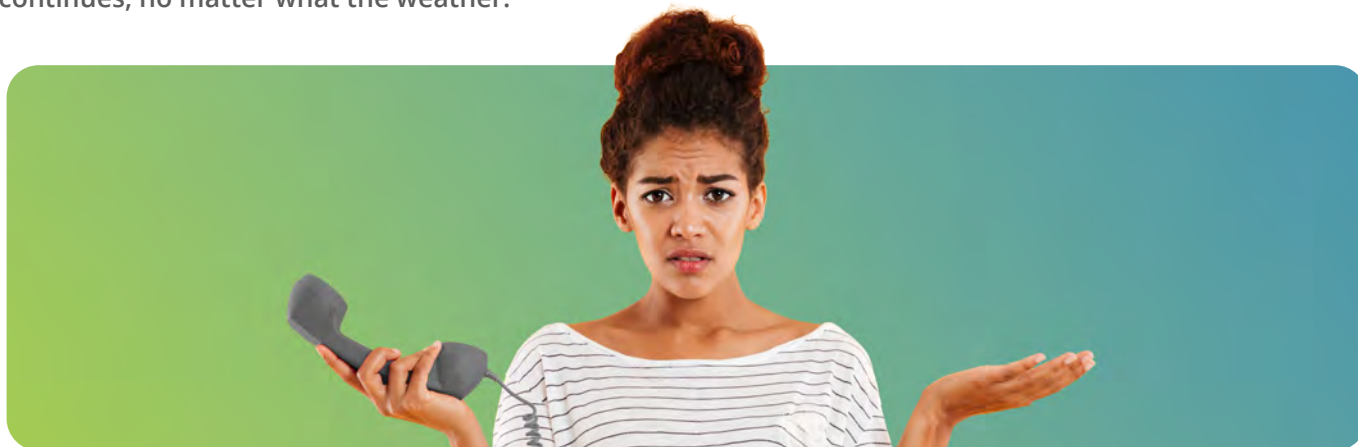
If you need to set aside an extended block of time (or you take out the credit card) every time someone joins or leaves the company, you should be looking for a new phone system.

6. Bad Weather or a Power Outage Can Shut Down Your Business

If your business depends on the phone, and the phones are at the office, and there is no power to the office, or employees can't get to the office, your business grinds to a halt. If a natural or man-made disaster shuts down your office for an extended period of time, you can literally be out of business.

A hosted phone system has built in redundancy for these kinds of situations. Your employees can get full access from laptops and cell phones. If your office and regular employees in one location are unavailable due to a disaster, telephone numbers can be rerouted almost instantly to a new location. With an old style, premise-based phone system, that same task could take hours, if not days or weeks.

With a hosted phone system, your employees stay connected with your customers and business continues, no matter what the weather.



7. Your Current Phone System is an Island

New phone systems can be integrated with customer relationship management (CRM) systems, email systems, meeting scheduling packages, audio/video/web conferencing systems, and many other productivity enhancing tools. Without built in connectivity to these kinds of systems, your old phone system is holding back your company's productivity and profitability.



Migrate to a Hosted Phone System from MIX Networks with No Upfront Costs to Solve All of These Issues

You can solve all of these issues, reduce costs, and improve employee productivity and customer service with a hosted phone system from MIX Networks. Even better, it's possible to get all of these benefits without any up-front or out-of-pocket costs.



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MIX Networks®

863-500-5000

sales@mixnetworks.com

www.mixnetworks.com



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