14 Benefits of Upgrading Your Business Phone System to a VoIP Phone System

The growth of remote working is one of the most visible examples of the coronavirus lockdown for the workplace. Upgrading business systems to unify communications has been at the forefront of many, with VoIP phone systems being a very popular choice.

But, still, many have yet to adopt new technologies to future-proof their business. One of the obvious realities about business is that changes are always happening, especially in the area of communication.

More than any other time in history, business phone systems globally are rapidly evolving. As such, lateness in upgrading a business phone system could bring many problems and a company may never reach its highest potential.

You may have heard phrases like VoIP phones and cloud-based telephony, but what is a VoIP and how can it benefit my business?

What is VoIP?

VoIP is an acronym for Voice over Internet Protocol. VoIP provides the ability to make and receive calls digitally over an internet connection.

You can use a VoIP phone like a regular phone. A VoIP phone can do everything a regular landline or mobile phone can. The only difference is that your voice is communicated via an internet connection rather than copper lines.

There are several VoIP phone systems available on the market. One example is Xelion – an international industry-leading cloud-based phone system. Xelion comes with a handset, softphone and mobile app allowing fixed and mobile devices to become one. With an extensive feature list as standard, it is one of the most popular VoIP business phone systems around.

When an upgrade to a VoIP phone system is an absolute must

By 2025, Openreach is intending to stop providing PSTN and ISDN phone lines completely in the UK. This is because the existing telephone service infrastructure is dated and expensive to maintain.

Thus, making the switch a VoIP phone system should be a priority for every business regardless of its size or industry.

There are so many benefits of upgrading your business phone system to a VoIP structure. Perhaps you have employees working in different locations, or maybe the phone system you have been using is no longer supporting the success of your day-to-day operations.

Complaints from employees and customers can demand a wholly new reliable, solid, modern and efficient phone platform too.

You may have repaired your telephone system so many times that it is no longer technically functional. Or, your company's call volume has been going up and the current phone infrastructure in place can't handle it anymore.

Could your company growth and new employees add to the demand for a better, robust and reliable business phone system?

Potentially, the phone infrastructure in place today might not be growing with your investment thus the need for a new one. Even worse, companies have the misfortune of clinging to obsolete phone systems that don't add much value for a decade or more.

Considering Apple introduced the iPhone in 2007 and Google has been around two decades, it's clear that if you don't change with the times you probably will be using a dated tech system even your customers won't recognise.

Most businesses usually miscalculate the value of bringing in a new phone system to their detriment. Below are 14 top benefits of upgrading to VoIP phone systems and replacing the phone set up in your business that no longer works for you.

1. Meet the needs of a growing business

You may be hiring new talent, enjoying a period of growth or branching into other areas of business or locations. In all these, your phone system for business may not be meeting your needs. They may also be more expensive than you initially thought.

At the same time, an old telephone infrastructure might be costly in terms of repair or trying to scale it up.

2. Constant adding of new, costly hardware might be too much

A VoIP system is a better choice, as it guarantees enhanced scalability and opportunities to grow with your company without huge additional costs.

VoIP phone structures also assure that new personnel and remote working developments don't add unnecessary cost or logistical problems. You'll be able to add phone numbers, new offices, users, services, support for new devices and better capacity without having to invest a pretty penny.

3. Unifies [home/remote workers](#) with office workers

One of the major benefits of a cloud phone system is mobility. VoIP phones allow for even greater communication and even more opportunities to connect, regardless of where you are.

With most VoIP systems offering the ability to integrate and work from a PC, mobile and tablet, your teams can work effectively from home, the office or on the road. All you need is a [WiFi connection](#).

Once connected you can take advantage of all features including the presence feature to let your colleagues know when you're online and available to take calls, to the mobile app which gives you the freedom to continue the conversation when you're on the move.

What's more, the softphone feature offered by many cloud solutions enables you to make calls via your laptop. So, no matter where your teams are based, you're always connected.

4. Opportunity to cut costs and save

A top-notch new phone technology allows you to cut cost and save as much as possible. A new VoIP business phone system allows businesses to merge data and voice platforms lowering telecom expenses. A cloud-based structure allows you to select the voice-related features your business requires with very little upfront investment, if any.

VoIP is significantly cheaper than traditional phone lines because it doesn't rely on traditional PSTN & ISDN copper-based networks that providers find expensive to maintain.

Old phone systems usually result in exponential phone bills. If you have been spending large sums on phone services, it's time to upgrade to a better system. Some telephone repair and maintenance can be too costly and the call and data platform in place too much to operate.

Tip: Carry out an annual cost analysis to see whether phone bills are becoming unsustainable and if there is a need to upgrade. Get in touch today for a free spend analysis and see how AdaptiveComms can help save you money.

5. Capitalise on new efficient phone features

The disadvantage of using timeworn, dated phone systems is that they can't keep up with the intense modern voice and data requirements. Yet, a fresh VoIP platform gets your business the modern, technical phone features it deserves.

For instance, VoIP systems come with great features like multi-device functionality and usability. Being able to flip from mobile phones, PCs, laptops and desk phones gives you flexibility. Plus, you can integrate with CRM platforms such as SalesForce, Microsoft 365 or Exchange.

Business phone systems that unify communication can only better your business. Enabling your employees to collaborate and maximise communications – during virtual meetings, instant messaging, or file sharing for example – can't be done through traditional phone systems.

6. Improved corporate niftiness and intelligence

In the age of big data, the corporate world is largely data-driven than ever before. Since the phone structure in any company is at the heart of everything, it should allow you to do more.

For instance, being able to track diverse metrics such as call abandonment, call duration and time, makes it clear what needs to be enhanced, not working or requires change. Such Phone system VoIP metrics tell how a business is performing in such areas as customer service or sales.

7. Sidesteps the susceptibility of call failure

Like many companies, you may have a centralised phone setup that makes it failure-prone and susceptible to system botches. Such a system can lead to business loss as customers, clients and members of staff are unable to communicate.

But, cloud-based VoIP structures have built-in Disaster Recovery features, allowing for call rerouting and constant connections, whether that be through your mobile app, softphone, or desk phone so your calls always go somewhere. Our Xelion cloud-based telephony has a 99.999% uptime meaning you'll avoid a total business blackout.

[Tip: Looking for the right business phone system for your company? Follow this link and complete the form (it will take you less than 1 minute) and you can get 6 months half price on a new cloud-based phone system.](#)

8. Provides a robust collaborative system

With time, the need for different phone lines to handle distinct purposes will completely disappear. Many small, large and enterprise businesses now understand the efficiency, robustness and value of a unified communications infrastructure.

For instance, today, the use of fax phone lines is minimal as web-based fax solutions are more common and popular. Rather than outsource teleconferencing services among others, integrating them into a unique single phone system free or at a very small cost is advisable.

9. Guarantees enhanced mobility and response

In most cases, reliable and rapid communication is vital in any business complex. Modern VoIP business phone systems ease communication, support rapid communication and better mobility.

All VoIP tools and features available on desk devices are available in mobile apps, easing communication so partners or customers don't have to wait on return calls forever.

10. Phone technology that won't fail

Using decade-old phones systems for businesses might still be delivering some results, but you can be sure the technology will be obsolete very soon. If that happens when you least expect it the cost of repairs, finding new hardware and getting it up again will be exponential and stalling.

It is never easy to repair outmoded phone technology and lack of communication between could hurt your business. Don't wait until the old phone setup has completely broken apart; upgrade it now when you still have time.

11. Call tools and technology that works

Maintaining your standard, old PBX platform doesn't offer many choices in terms of tools and new features. Most old and non-cloud phone systems limit what companies can use.

They also have to stick to what vendors provide, including unnecessary costly extra features that come separately.

For instance, the best cloud-based communication setup provides members of staff access to diverse call add-ons and tools to communicate through mobile phones, softphones or desk phones. In the process, business software and data accessibility in real-time is assured even remotely, if need be.

Tip: Take a look at the Xelion cloud phone system Feature List to see how it can benefit your business. Click here.

12.   Exploit a superior phone solution

Using the best and top cloud communication system available out there comes with its perks. You will benefit so much from simplified customer contact, including the ability to view emails, messages, calls and much more.

Even better, you can benefit from extra functionalities such as wallboards, instant messaging, call rerouting and ability to differentiate private and business calls.

Modern corporate business is demanding and a comprehensive VoIP system on mobile and desktop offer direct access to a business address book without the need to save contacts on a mobile device. With so many benefits, you can view vital call data right away, such as clear call reports indicating whether a certain employee is available or not.

13.   Benefit from excellent voice quality

More than any other time in the history of the web, today's fast internet speeds are exceptional, reliable and consistent. As a result, VoIP systems guarantee a superior sound quality at all times than typical phone setups. You can be sure of zero static, awful, broken or cracking sounds common in traditional phone platforms.

14.   An environmentally-friendly choice

The need to 'go-green' is stronger than ever. While the above points showcase some of the benefits of a cloud phone system for your business, moving to the cloud benefits the environment too.

One example is less hardware usage, thus saving energy, resulting in financial savings through lower electricity bills, among others. This is something close to our hearts at AdaptiveComms, where we're creating sustainable solutions with minimal environmental impact with our Carbon Neutral pledge.

Business phone upgrade to VoIP system means better functionality

If there's one reason why you need to upgrade today, it has to be better functionality. The typical telephone system of decades past isn't functionally capable of meeting the demands of the modern office and corporate scene.

Modern office phone requirements and expectations need to offer and do more. To understand how functional your current phone platform is, you might want to think about a few things.

Would your business benefit from call statistics, live wallboards, and private and global complete address book accessible in different devices, among others.

Likewise, would your business operations be more efficient at all times with an improvement of a VoIP phone system.

Every so often, a competitor might be using a superior phone structure with features you believe can be helpful in your establishment. Would a robust, enriched and new cloud-based VoIP system impact for the better the kind of business that you do.

Is the use of an outdated phone system hurting your business. Would integrating your desk phones with multiple devices positively affect your teams.

The modern business merits a complete VoIP telephony solution

Every business deserves to have a complete VoIP telephony solution. A unique phone system in the cloud guarantees diverse changeable and adjustable functionalities and settings through easy-to-use mobile applications and desktop tools.

Features are very important and not always uniform across the board. For instance, in a comprehensive VoIP telephony system such as Xelion, you can use tools like Presence to find available team members, including their location and much more, while accessing the Listening In feature to include members of the team in a conversation, perhaps to train and welcome new employees.

Call recording, automated monthly reporting, mobile application and integration with diverse tools such as contact and calendar, Microsoft 365 and Exchange makes all the difference.

By upgrading to a feature-rich, highly functional business phone system like Xelion you're sure of a superb user experience whether on Mac OS Catalina, Android or Microsoft Windows devices.

Upgrading an old phone system is vital to enhance business operations and profitability.