Mitel®

5 WAYS UPDATING YOUR PHONE SYSTEM
DRIVES BUSINESS SUCCESS

If you're like many businesses, the only time you think about your phone system is when it's not working. But the 'set it and forget it' mindset can cost you in more ways than one. The way we work – and how a business interacts with its customers – has changed.

Has your business phone system kept pace with the times? More importantly, is it capable of helping you meet tomorrow's challenges?

This eBook outlines five components to consider when evaluating either your current phone system or a new communications solution. **Use it to better understand how an updated phone system can help you reduce costs, improve the user experience and grow with your business.**

CAN YOUR PHONE SYSTEM FULLY SUPPORT YOUR BUSINESS?

5 Components to Consider When Evaluating a Business Phone System

1 | VALUE

Is your phone system cost effective?

2 | MOBILITY

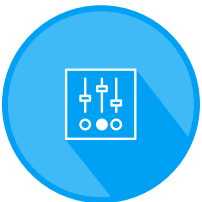Can your phone system support today's 'anywhere, anytime, from any device' mode of doing business?

3 | PRODUCTIVITY

Does your phone system help or hamper employee productivity?

4 | SCALABILITY

Can your phone system scale to support changing business dynamics?

5 | ADAPTABILITY

Can your phone system support future and emerging technologies?

1 | VALUE

Is your phone system cost effective?

Cost is not just about the price. Consider the Total Cost of Operations (TCO) to determine overall value and cost effectiveness:

CAPITAL COSTS

The upfront sticker price of all purchased hardware, software and standard services

+

IMPLEMENTATION COSTS

Including consulting, networking and customization fees

+

OPERATIONAL COSTS

Including staffing, training, and ongoing maintenance and administration

1 | VALUE

TCO Matters

Some phone systems are overly complex and require lots of staff and time-consuming administration, resulting in more cost over time.

Find value with a business phone provider that offers robust services delivered in a streamlined and easy-to-manage way.

Mitel demonstrated

THE GREATEST COST SAVINGS & LOWEST OVERALL COST

over a five-year period when compared to the industry average and various providers for both on-premises and cloud-based systems.[1]

2 | MOBILITY

Can your phone system support today's 'anywhere, anytime, from any device' mode of doing business?

Today's workforce is more mobile than ever. Employees are expected to work on the go, wherever they may be. Tech-savvy workers expect their business communications to be just as sophisticated and easy to use as their personal apps. Does your current phone system provide the same easy features and functionality to all staff members, no matter their location or device?

Although many people use their own personal device on the job, they may be hesitant to share their personal number in a professional setting. In addition, use of personal devices further complicates tracking and reimbursement of call costs. Most important, those using a personal device should have the same features and functionality provided by the office system.

The majority of smartphones used in the workplace are

PERSONALLY OWNED DEVICES.[2]

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Powering connections

2 | MOBILITY

Can your current phone system transform a mobile device into a mobile network?

If not, look for a provider that provides these features:

❯ BYOD

Allows employee devices to be integrated with your phone network

❯ Connectivity

Automatic Wi-Fi/cellular call handover to stay connected everywhere

❯ Dual Persona

Separates work and personal calls, and shows the company phone number on Caller ID

❯ Collaboration

Provides video, instant messaging and desktop sharing to facilitate greater collaboration from anywhere

❯ Security

Delivers features that keep voice and signaling safe even in public hot spots
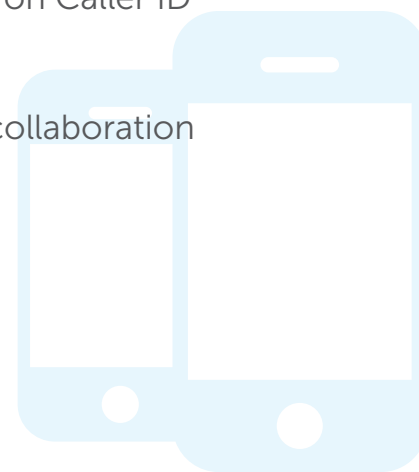
3 | PRODUCTIVITY

Does your phone system help or hamper employee productivity?

A connected workforce is a productive workforce. Does your phone system make it easy for employees to connect and collaborate, no matter if they're in the office, at a remote location or on the go?

50% of U.S. businesses

cited increasing employee productivity as a top priority for employee engagement on mobile devices.[3]

3 | PRODUCTIVITY

Is your phone system boosting worker productivity or draining it?

Reduce employee frustration and increase productive work time with these features:

❯ **'Find Me'**
Follows employees so they can get the call the first time around, regardless of the device they are using

❯ **Presence**
Enables employees to see when other co-workers are available, in a meeting, on a call or out of the office

❯ **Collaboration Tools**
Make it easier to exchange ideas and get work done with video, instant messaging and desktop sharing

❯ **Application Integration**
Boosts the power of your CRM by seamlessly integrating calling features, call histories and customer data
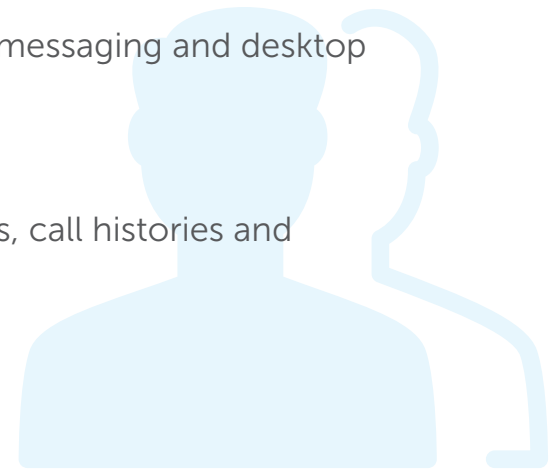
4 | SCALABILITY

Can your phone system scale to support changing business dynamics?

To stay competitive in today's fast-moving business environment, companies must be agile. An outdated phone system will slow you down if your communications technology cannot keep up with business demands.

The need to scale quickly isn't just a concern for fast-growing companies; it's a requirement for any business that experiences cyclical changes or seasonal spikes.

Temporary & Contracted Workers Are On the Rise

ABOUT 24 MILLION U.S. WORKERS

now have **alternate employment arrangements** (e.g., independent contractors, on-call workers, temp agency workers and workers provided by contract firms).[4]

4 | SCALABILITY

Scale to maximize business growth.

Nearly every organization can benefit from the agility to quickly align its phone system to meet business needs. Look for these attributes:

❯ **Plug-and-Play**

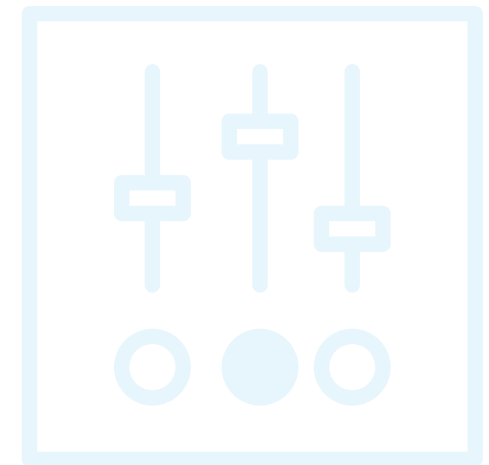Provides phones that are easy to install without costly upgrades

❯ **Flexibility**

Easily scales to support both the office and your mobile workforce

❯ **Reduced Complexity**

Avoid hindering the ability to scale and adding significant costs

❯ **Intuitive**

Enables new users to quickly be productive

5 | ADAPTABILITY

Does your phone system support future and emerging technologies?

Modern times call for modern solutions. Make sure your phone system can keep pace with technological change, and has the ability to embrace cloud-based and customized solutions as required.

"Mainstream adoption of new digital technology options is reshaping expectations for what is normal. Most companies recognize that

CONTINUOUS CHANGE IS NOW UNAVOIDABLE.

The difficulty for these companies may ultimately lie not in their **propensity to change**, but in their ability to change at the pace the market requires."[5]

5 | ADAPTABILITY

Plan for the future.

A phone system needs to have the flexibility to accommodate changes over time. Look for these features and attributes:

- **Open APIs**
  Open source software that allows for easy customization and integration with third-party software, to take advantage of cloud-based business process applications

- **Easy & Intuitive**
  Users will be quicker to adopt communications tools that are simple to use, and that look and work as easily as the consumer apps they've come to love

WHY WAIT?

Your phone system is vital to business success. If your current phone system is holding you back, it's time to explore new options.

Mitel offers brilliantly simple solutions that will support your business now and in the future. Visit www.mitel.com to learn more.

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SOURCES:

[1] "How to Keep UCC Costs Down as Complexity Grows: Compare vendors and assess your Total Cost of Operations," Robin Gareiss, Nemertes Research, July 2016

[2] Gartner Press Release. Gartner Survey Shows That Mobile Device Adoption in the Workplace Is Not Yet Mature. November 2016.

[3] Forrester's Global Business Technographics® Mobility Survey, 2016

[4] The State of American Jobs", Pew Research, October 6, 2016.

[5] Gartner, Predicts 2017: Lead, Follow, or Get Out of the Way — A Gartner Trend Insight Report Published: 16 December 2016

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