

The Hidden Costs of Traditional Phone Systems

The arguments about replacing an out of date phone system often focus on the direct costs, however the real costs are much greater.

The direct costs of an outdated phone system



Facility costs



Maintenance charges



Upgrade costs



Obsolete equipment write-offs

The hidden costs of an outdated phone system

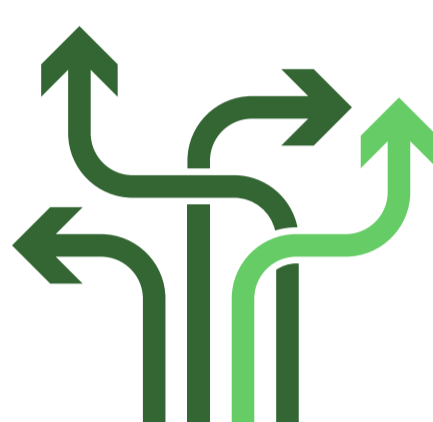
Poor service = **lost customers**



89% of business leaders believe that customer experience will be their primary basis for competition.¹

Inflexible working = **loss of talent**

75% of employees rank workplace flexibility as their most important benefit.²



Poorly equipped employees = **lost productivity**

Improved productivity was the number 1 driver of Unified Communications adoption in a PwC survey of UK small to medium-sized businesses.³



Missed opportunities = **missed revenue**

68% of UK small to medium-sized businesses report collaborating with each other by sharing skills, experiences and networks.⁴



Outdated systems = **increased downtime**



80%+ of IT and Line-of-Business Managers admit using non-approved applications in their jobs.⁵

Routine administration = **wasted IT expertise**



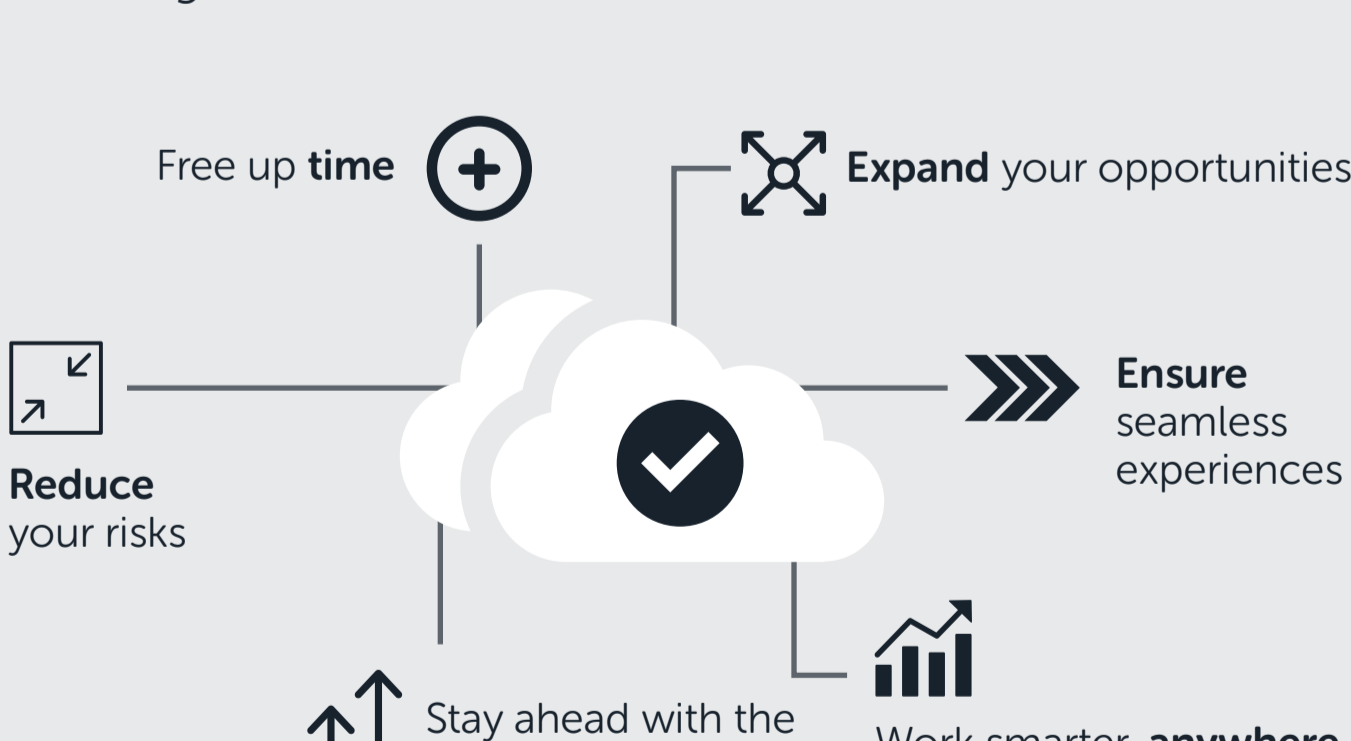
£44k

Average pay for an IT Operations Manager in the UK.⁶

The traditional on-premise phone system has had its day

There is a better alternative

Cloud Communications offers a range of advantages over the outdated PBX



The longer you shackle your business with an outdated phone system, the more growth opportunities you're missing out on.

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Sources: ¹ A nation of serial switchers, NewVoiceMedia, 2014 ² 2015 Workplace Flexibility Study, WorkplaceTrends.com, 2015 ³ PwC SME Survey, 2015 ⁴ Collaborate UK, CitySprint, 2014 ⁵ Cloud Unified Communications Considerations, Frost & Sullivan, 2015 ⁶ Cloud Unified Communications Considerations, Frost & Sullivan, 2015