

8 REASONS TO UPGRADE YOUR VOIP SYSTEM



Many businesses are already using VoIP, but few are using it to its full potential. More and more organisations are switching to newer, more advanced VoIP platforms and seeing immediate improvements in the quality and efficiency of their communications. Feeling let down by your current VoIP system? Not using VoIP in your business yet? Here are just 8 of the reasons why you should upgrade to a new business VoIP platform.

01 CALL FROM ANY DEVICE, IN ANY LOCATION

Modern VoIP platforms can run on almost any device, including desktops, laptops and as an app on a mobile phone. This means you can make and receive calls on the same number wherever you are – without needing to carry a separate business mobile with you!

02 VOICE, TEXT AND VIDEO CALLS

Most VoIP systems now include HD video calling and text chat, giving your team more options of how to stay in touch. The participants on a VoIP call can also share images and files with a single click, making collaboration easier and quicker for your team.

03 IMPROVED CALL QUALITY

The quality of calls on VoIP continues to increase. As a user of the latest VoIP platforms, you can enjoy crystal clear audio and video, with no latency, even when there are multiple participants on the call.

04 A FUTURE-PROOF TELECOMS SOLUTION

With the current plans to switch off the copper-based ISDN and PSTN phone lines by 2025, it's time to start looking for a future-proof telecoms alternative. As VoIP telephony is digital, it can be upgraded through the cloud without the need to install new lines or hardware.

05 SCALABILITY

The cost of scaling your VoIP service is incremental. With cloud-hosted VoIP, you can simply add or remove individual users as required. This makes VoIP a perfect telecoms solution for growing businesses or those which have seasonal shifts in their employee numbers.

06 MAKE VOIP AND LANDLINE CALLS

Calls between VoIP users on the same platform are always free, even to a different country. But did you know you can call landlines through VoIP too? By connecting your VoIP to an SIP trunk, you can make calls on your existing analogue phone system over the internet.

07 OFFICE SOFTWARE INTEGRATIONS

Enterprise VoIP platforms can connect to other pieces of software within your organisation's technology stack. Whether that's pulling in contact information from your Outlook contacts or connecting to CRM systems like Zoho to streamline your workflow.

08 ADVANCED FEATURES

Most VoIP platforms have extra features like hunt groups and auto attendants which help callers get automatically connected to the right extension. Call recording is also standard, and as the entire system is digital, these can be easily stored or forwarded via email.

COULD A VOIP UPGRADE BENEFIT YOUR BUSINESS?

These are just some of the many reasons that businesses are upgrading their telecoms to a modern, cloud-hosted VoIP platform!

As a Carden Telecoms customer, you'll have a dedicated account manager who will work with you to determine which VoIP platform has the best feature set and price point for your business's needs. If you're interested in joining the future of business communications while also saving money on your call costs.