



How VoIP Wins Over
the Traditional Phone System to
**Improve Your
Business Success**



The Business Phone System Conundrum: VoIP vs Traditional Phone System

Traditional Phones Systems are Dying.

Landline telephones were the prime communication tool of the 20th-century office. With the Internet and the innovation of instant chat devices, the traditional phone system is not as reliable as it used to be.

Here are the few reasons:

- X** Outdated phone system does not come with voicemail facility.
- X** You can't sync your cell phone contacts
- X** You can't plan a conference call with people inside and outside your organization
- X** You cannot route calls to staff cell phones
- X** Traditional phone systems are prone to drop calls, which means they can't keep up with the demand and may cause losing business.
- X** An old phone system can't change with the growing needs of company
- X** Most important of all, traditional phone system doesn't support remote work



So if you are facing any of the above phone system problems, now is the time to upgrade it to VoIP.

What is VoIP?

Voice over Internet Protocol (VoIP) is a communication technology that allows you or your employees to place calls over an internet connection.



What does this mean for you?

Instead of using traditional phone lines, your phone service will work on your existing internet connection.

To understand how VoIP is better than a traditional phone system, we have to go through what traditional phone system problems VoIP solves. Plus, other features it brings to the table for small businesses.

Let's jump in.

8 Ways

VoIP Fixes Traditional Phone System Problems

When it comes to business phone systems, many companies stick with the mindset of, "don't fix it, unless it's broken." That's a good idea on the short-term basis, but the minute damage takes place, you've to address a whole new set of issues.

Fortunately, that's not the case with VoIP.

In fact, VoIP not only solves all the problems of the outdated phone system but also ensures the prevention in the future.

Here's the list of key solutions VoIP brings for the sufferers of the traditional phone system.

1 Cost Cutting



The basic reason businesses shift to VoIP is to lower the costs. There are various ways VoIP reduces the overall cost of a business phone system. Some of which include:

● PBX Expenses

A PBX (private branch exchange) is a telephone system that connects many landline phones in a workplace and costs a fortune. We are speaking of tens of thousands of dollars — the money you can multiply over several years.

VoIP networks eliminate this need for extra hardware, along with extra money, since a broadband connection supports the service.

● Copper Wiring Charges

If you pay attention to a landline phone, you will notice a twisted pair of copper wires and plugs into a wall socket. All these setups often become cumbersome and maintenance-heavy.

VoIP phones do not come with traditional copper wires. VoIP service providers like Cebod Telecom connect your phone using the same broadband internet connection that links to your router or computer - eliminating the copper wiring charges from your phone bills.

● Calling Costs

The cost of calling through the Public Switched Telephone Network (PSTN) or the circuit-switched telephone network also adds a lot of money to your phone bills.

Since VoIP calls are placed through the internet, they cost way cheaper than the traditional phone system.

Data reveals that small businesses using VoIP have reduced their business phone bill by approximately 60%. They are also saving up to 90% on international calls.

Line Charges

Typically, a landline phone system (POTS) charges companies \$50 per line each month. This rate includes local and domestic calls only. VoIP plans, like in the case of Cebod Telecom, are available at only \$8.99 per line per month.

All these cost savings, combined, make VoIP service a welcoming proposal for thriving startups and small businesses.

2 Allows Calls & Work from Anywhere, Anytime



Traditional phone systems operate on a piece of hardware connecting each individual phone via wires. Since you can't take this hardware anywhere else, it restricts mobility.

In contrast, accessibility is one of the biggest advantages of VoIP. With a proper data connection, VoIP allows you to make and receive calls from anywhere, anytime.

Another noted benefit here is VoIP's ability to let you take your business phone with you via mobile app.

Because of the pandemic-induced global crisis, talks of the "work from home" have been getting out and about. Remote working is now more plausible than ever. To support this new norm, Cebod Telecom's VoIP app enables businesses to be flexible. Remote employees can stay connected and productive irrespective of their location. They can work on their smartphones and tablets from anywhere they want.

3 Offers the Same Number Wherever You Go



A VoIP number, also called a virtual number, is a completely portable number. It means you can use the same number wherever you go.

This is the welcoming news. In case your business changes address, you can keep the same VoIP number. If you travel a lot, you can keep same number wherever you go.

With a landline phone, you can't even think of taking the phone anywhere you go, let alone the number.

4 Complete Usability



Any piece of hardware comes with the risk of failure because of physical damage. Premises-based traditional phone systems are no different. In case of a sudden disaster, the usability of phone systems are at high-risk. A hurricane or earthquake won't face any trouble shutting down your premises-based system.

Unlike traditional phone systems, VoIP possesses the capacity to store data in the cloud, which allows you to have multiple data centres and route your calls in case of failover. Let's say you have one data centre in Los Angeles and another in Texas. If something happens at your Los Angeles data centre, you can route your calls to Texas and keep your business running.

Thus, VoIP

let employers
and employees be able to



Work
from home



Allowing
for business continuity



Frees up
desk space



Empowering
the constantly connected workforce

5 Scale with your Business



Almost all companies experience phases of development and contraction. An outdated phone system can't rise and fall with these changes. You may reach a limit where you can't add more headsets, or you may end up paying for phone seats that are not in use anymore.

Given the alternative, every business owner would favor a phone system that grows and shrinks in tune with their business.

Thankfully, scalability is another of the many VoIP benefits that make it an appealing recommendation for growing businesses.

Since VoIP works over the internet, it eliminates the need to purchase expensive equipment as your business grows.

Think of all the circumstances where VoIP proves to be a great help:

- ✔ Preparing for a surge in demand during the holidays
- ✔ Opening a new branch
- ✔ Launching a new campaign

Regardless of what the scenario is, you can always instantly adjust your phone system as per your preferences without purchasing additional lines or hardware.

6

Upgrade to Advance Features



Once upon a time, all businesses needed from their phone system was the ability to transfer calls or conduct conference calls.

Well, not anymore.

Today, you need auto-attendant, voice mail, call transfer or anything that keeps your business running. Unfortunately, your traditional phone system can't upgrade to such advanced features.

In contrast, VoIP offers a plethora of advanced features to improve day-to-day business operations. It includes:



Call transfer and forwarding

Forward calls from one phone to another till the right person answers it. It can be a desk phone or a cell phone, and also a home phone.



Call monitoring, recording, and logs

Listen or record live calls made by your staff. Correct any mistakes or notice bad practices in real-time.



Audio conferencing

Attend conference calls without dropout issues.



Automated attendant

An attendant routes phone calls automatically and introduces elements like hold music or messages.



Call screening

Block certain numbers or set up a system where specific numbers/callers always get in touch to you.



Auto answering

Auto-answer particular calls at specific times of the day, week, or year



Voicemail to email

Convert voicemail messages into text and send them to an email address



Hot desking

Give your staff access to their specific settings from any phone or device as long as the device is connected to the overall VoIP setup.

VoIP service provider, Cebod Telecom infuses all these advanced features into your phone system and makes your communications future-proof.

7

Superior Sound Quality



One of the most significant drawbacks of a traditional phone system is its poor call quality. Calls drop in the middle of the conversation and the voice quality is low grade. There's always someone calling with a cell phone, and the receiver suffers through delays, echoes, and background noise.

VoIP put an end to those disruptions so you can focus on the meeting's goal. VoIP's innovative audio compression gives VoIP phones a superior sound quality. Hence, VoIP calls turn out to be crisp and clear with zero latency issues and no lag or call drop-outs.

8

Multitasking Support



Along with phone calls, VoIP enables you to share documents, images, and other content all the while letting you engage in a conversation. So you can seamlessly conduct more incorporated meetings with staff or clients from across the globe.

9

Increased Security



Many companies pay little attention to the security matters of their phone system. But it's a big deal. Demand for personally identifiable information (PII) of the callers has never been higher.

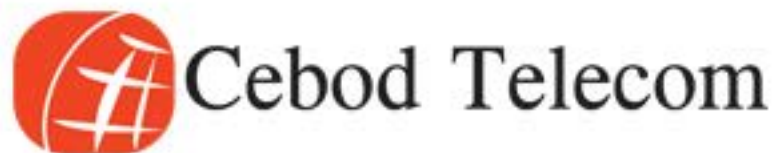
A common access point of frauds is to trick staff via fraudulent phone calls using social engineering.


VoIP can alleviate such security risks by leveraging the developments made in IP technology like encryption and enhanced identity management. Hosted VoIP service providers like Cebod Telecom work 24/7 to protect your networks, so you can make or receive calls without worrying about threats.

Time to Make the Right Decision for Your Business

Understandably, any suggestion that requires a complete transformation in how companies do business seems too risky at first. Considering a shift to a VoIP phone system can be puzzling with all the services and features available out there. Flipping through pages doesn't help much to make the right decision either.

It's always best to have a knowledgeable, trustworthy advisor to aid you with major business decisions like this one. Our advisors at Cebod Telecom can help you with choosing the best phone system as per your specific business needs and assist you to execute any changes in the most effective manner. We are available to answer any questions or concerns you may have. As always, we look forward to impacting your business positively.



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