

## Key purchase considerations when choosing a Hosted Voice supplier

**93%**

of employees felt productivity  
had been improved by their  
organisation adopting Unified  
Communications.

Here are a few questions to think about:

### Missed Calls

How many phone calls does your business miss because the call either goes to someone who is out of office or all the lines are busy?

### Infrastructure Maintenance

Is your phone system a vital organ in your business, and if it goes down, so do you?

Have you suffered a network or equipment failure that has stopped inbound and outbound calls?

Do you worry about having to fix elements of the phone system yourself if something goes wrong?

### Fluctuating/Fraudulent Expenses

Are you worried about unexpected bills with domestic tiered minutes pricing or high International calling costs?

When you bought your last phone system, do you think you got a good deal - or did you find out a lot of hidden costs after you bought the basic system?

Do you want to avoid hidden costs with maintenance of the system this time around?

### Infrastructure Maintenance

Do you have different systems in different offices resulting in features that don't work the same, causing staff confusion?

### Enterprise Usage

Do your remote workers struggle with calling people in the business simply because they are remote?

Do staff struggle with those endless set of buttons on the handset and end up dropping customer calls?

Do your mobile workers feel detached from the business when they are out of the office?

Does your younger staff use their own mobiles so you are never sure if they are working or not whilst in the office?

Does the phone system really deliver the professional image that you want to portray of your business?

If you are thinking about moving to a Hosted Voice solution and would like more information, get in touch today.