

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The arguments about replacing an out of date phone system often focus on the direct costs, however the real costs are much greater.

## The direct costs of an outdated phone system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## The hidden costs of an outdated phone system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.<sup>1</sup>

### Inflexible working = loss of talent

75% of employees rank workplace flexibility as their most important benefit.<sup>2</sup>



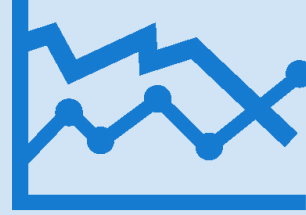
### Poorly equipped employees = lost productivity

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

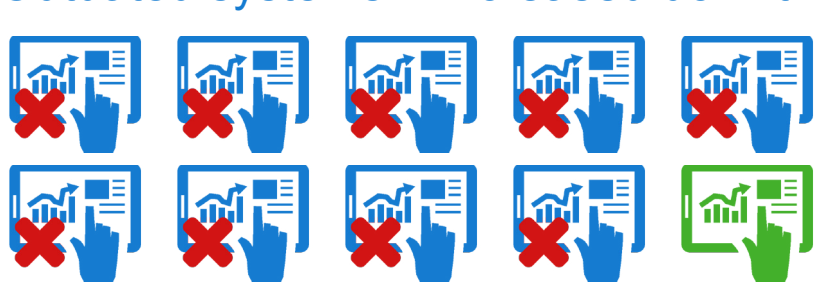


### Missed opportunities = missed revenue

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



### Outdated systems = increased downtime



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

### Routine administration = wasted IT expertise

£44k



Average pay for an IT Operations Manager in the UK.<sup>6</sup>

\$80k

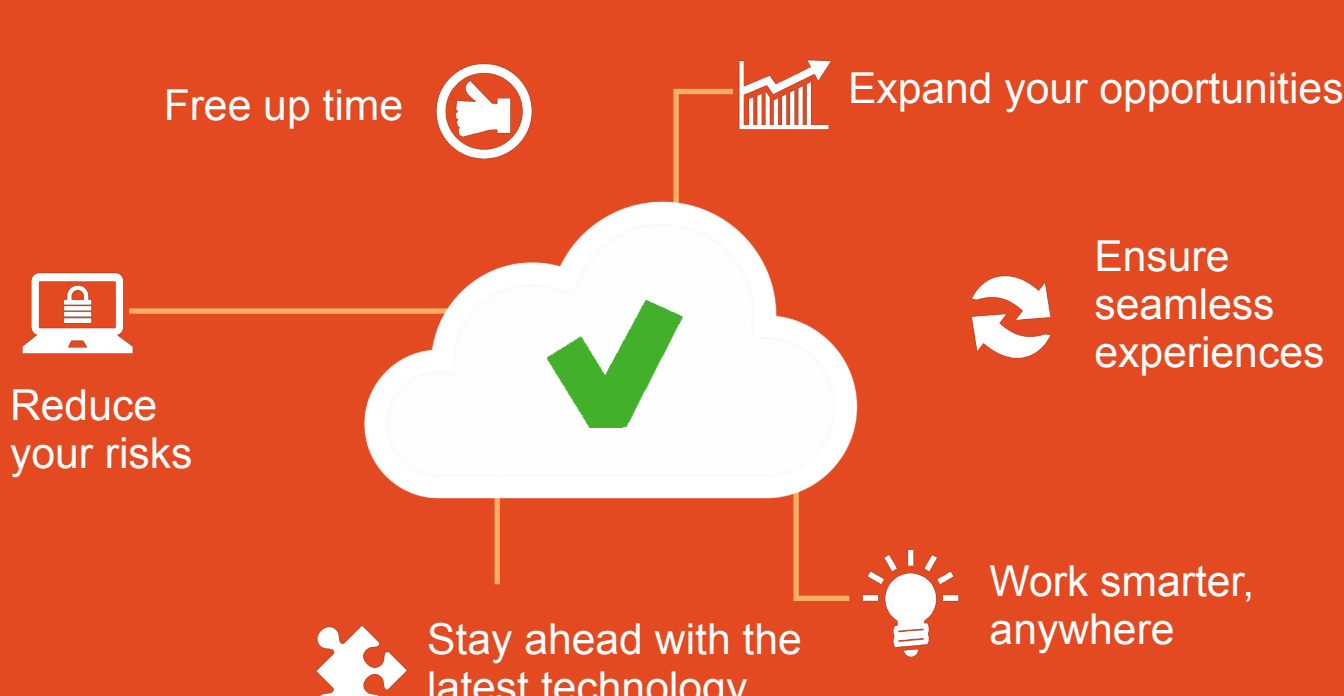


Average pay for an IT Operations Manager in the US.<sup>6</sup>

## 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Cloud Communications offers a range of advantages over the outdated PBX



The longer you shackle your business with an outdated phone system, the more growth opportunities you're missing out on.



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