Why it’s time to ditch your PBX

5 reasons moving your business voice system to the cloud makes perfect sense

For companies with people in them™
The workplace isn’t about to change…it already has

There was a time, not so long ago, when you had a business phone. It sat on your desk. At your office. That you commuted to every day. And when it rang you were always there to pick up your calls, because you were always at your desk. But life—and work—aren’t like that anymore. Today, people can work from pretty much anywhere. Although they might not be tethered to a desk, often their business phone still is.

In a business world where agility is everything, the old, inflexible approach to business voice simply doesn’t make sense. Not only are your people away from their desks (and using their personal phone numbers to keep in touch), but buying, maintaining and upgrading the PBX that supports all those redundant desk-phones can get real expensive, real fast.

So expensive, in fact, that upgrades are forever postponed (which means systems becomes less and less reliable). And as for setting up business voice at a new office, the CapEx outlay is likely to leave a big hole in your budget.

43% of the US workforce will work remotely by 2016

68% of people collaborate with a remote co-worker on a typical day 2016

85% of employees use their personal device for work
Working in the mobile age

As mobility has increased, the workforce has become more distributed. Teams might rarely be in the same room (or even the same state) as each other, so the need for effective ways to communicate is greater than ever.

Mobile and remote workers still need to speak to colleagues directly if they’re to stay productive. WiFi connections can make direct communication much easier, but only if the right tools are available.

If you don’t provide those tools, chances are your people will find their own workarounds. So imagine the possibilities you’d open up for your organization if you could give people business-grade voice communications and collaboration tools virtually anywhere they need them.

Well, these possibilities are becoming realities for organizations moving business voice – alongside their collaboration and productivity tools – to the cloud.
Introducing Dialpad Business Voice

Dialpad Business Voice frees you from the limitations of traditional business voice by moving it out of the PBX and into the cloud. Dialpad helps people stay productive and collaborate more easily, while making management far simpler and giving you more control over costs.

Make any device your business phone

Instead of having to give out their personal cellphone numbers or stay within reach of a desk phone, your people can use their smartphone as their business phone. One business number rings all of your devices – and you can switch calls seamlessly between them while you’re on the move. Dialpad Business Voice provides all the popular calling features you’d expect from a PBX-powered desk phone – only it’s much easier to use.

Help your people be more productive and collaborative

Dialpad easily integrates with G Suite* and Microsoft Office 365, providing a complete, cloud-based workplace with access to the latest version of shared docs, files and contacts, as well as rich context from social, emails, calls and collaboration.

Get a predictable per seat, per month cost

Wave goodbye to CapEx for business voice and mobile collaboration tools. No more expensive PBX contracts, maintenance and upgrades. Just a simple, predictable monthly cost that enables you to scale up with ease as your business grows.

Reduce voice costs dramatically

Dialpad Business Voice can save you 40-60% on your monthly costs, compared to running business phone systems on a PBX.

Get a complete mobility solution

Dialpad Business Voice – A business-grade voice system in the cloud, with advanced functionality to make it easy to stay productive and connected on the go. A location-neutral, highly collaborative communication solution that goes virtually anywhere you go. And for a complete solution, you can easily combine it with:

- Mobility-as-a-Service: A bold new way to get all the wireless devices and services your teams need for a simple per seat, per month price.
- G Suite and Microsoft Office 365: Familiar productivity tools with the agility of a real-time collaborative cloud environment.
- Uberconference: A professional audio conferencing bridge for better online meetings with as many as 100 people.
- Carefree Cloud: An expert support team ensures you get the most flexible, reliable cloud experience possible.

*Formerly Google Apps for work

Potential savings based on internal Sprint market research on average IT spend for hardware investments, monthly costs per person, integration, ongoing maintenance and support costs for a on-premise PBX phone system by leading service providers. Actual savings may vary.
5 ways Dialpad Business Voice can help your business
Get costs under control

When you move to the cloud, you can reduce or eliminate the need for PBX systems, removing the upfront costs of implementations and upgrades, as well as the ongoing maintenance costs. Instead, you get a single, predictable monthly cost per seat that covers everything you need, including setup and support, unlimited domestic calls and texts, productivity and collaboration apps, and cloud storage.

A cloud model also means you can instantly add and remove users, so you can scale easily as your business evolves. Moving to the cloud is also a great opportunity to consolidate your current communications vendors, giving you even more control over your costs.

And managing all those locations gets much easier in the cloud. You can create business hours for specific teams and then set up a virtual receptionist to automatically route incoming calls to the right department. You can even assign admins in each department so they can make changes themselves without having to come through IT – further reducing your management burden.

In fact, when you move to Dialpad Business Voice, you can save between 40% and 60% on your monthly voice costs, compared to a traditional PBX setup.

Potential savings based on internal Sprint market research on average IT spend for hardware investments, monthly costs per person, integration, ongoing maintenance and support costs for a on-premise PBX phone system by leading service providers. Actual savings may vary.
Simplify management

Getting rid of PBX systems at multiple locations removes a lot of the headaches of managing your communications infrastructure. With cloud-based voice you can manage all your locations through a single web interface, giving you complete control over all company phone numbers and contact information.
Enable mobility

Your people aren’t deskbound – and now their business phones don’t need to be. With cloud-based voice communications, users can take their business phone virtually anywhere they choose, so they can work wherever they are and whenever they want.

With one business number that rings all their devices at the same time, they may never miss a call and they can pick up when and where it’s convenient for them. And because their business phone is in the cloud, they can easily move conversations between devices while they’re on the go. So they can take a call on their smartphone on their way to the office and then switch the call to their desktop once they’re inside.
Connect your people

Dispersed teams of remote workers need anytime, anywhere access to each other if they’re to work together effectively. When you integrate Dialpad Business Voice, with your collaboration and productivity tools, you get a complete Unified Communications & Collaboration solution without any of the complexity or the upfront costs.

For example, a cloud app allows you to see all your communications with a contact – like recent emails, upcoming meetings and shared docs – while you’re on the call. So instead of scrabbling around trying to find the information you need during the call, it’s all right there in front of you.
Give everyone the tools they need

Remember all those PBX features that were in the manual for your business phone system? Did anybody ever figure out how to actually use them?

Once these features move from the desk phone on to the web, it’s simple for anybody to take advantage of them. When features are just a click or tap away, it’s easy to do things like transfer calls by using an auto-complete search function, listen to shared department voicemail, or even reply to incoming calls by text if you’re too busy to answer.
A new dawn for business voice

Just when you thought mobility had killed the business phone, it’s found a new lease on life in the cloud. Dialpad Business Voice allows you to keep your whole team connected, wherever they are. And by integrating with collaboration and productivity apps they use every day, it gives your people a more effective way to work together whenever and virtually wherever they want. What’s more, it makes your communications infrastructure – and your costs – much easier to control.
Let’s talk

If you want to give your people a business phone system built for the way they work now, we should talk.

For more information on Dialpad Business Voice call 877-633-1102 or visit sprint.com/dialpad