

Nine things to consider before upgrading your phone system



You need your business phones to make work easier — not harder. Here's what you need to consider to make that happen.

1 Costs

How many minutes are included in your bundle? Are there any exit clauses in the service contract? Will you be renting the phones for longer than the contract?

2 Flexibility

Can you add or remove users to the plan? Do you have to pay extra per device or per user?

3 Maintenance

Does the system allow you to control the features from a single web page? Can the service provider access diagnostics themselves to quickly identify any issues?

4 Consistency

Are all features available to remote workers? Is the call quality consistent?

5 Usability

Are the features the same on the desk phone, PC and mobile devices? Do you still have to rely on a desk phone?

6 Professionalism

Does the system support features such as auto-attendant, hold music, automatic call distribution, and call queuing?

7 Productivity

Does the system have features like conferencing, room-based collaboration and instant messaging?

8 Mobility

Does the system support iOS and Android devices? Can it support all the productivity features when mobile?

9 Disasters

Can the system divert calls to mobile devices when the access network is down?

If you're looking to future-proof your phone system, you'll want to harness the power of the cloud. [Visit our website](#) and see how Sprint® Smart UC can help.