Top 7 Reasons to Centralize Your Business Communications

If you’re fed up with juggling separate phone systems at each of your business locations, it’s time to consider centralizing your communications infrastructure. You can choose to centralize by using an hosted PBX solution or you can centralize your own IP-PBX and use SIP trunking to deliver VoIP services to branch locations. Either way, you remove the management complexity while gaining costs savings and scalability. Centralizing communications lets you stay agile no matter how large no matter your business grows. Here are seven reasons why it makes sense to centralize your communications:

1. LOWER FIXED COSTS

Centralizing your telephony network consolidates your network and lowers overhead costs. What’s more, centralizing eliminates asset, network, and administrative duplication and saves on procurement expenses.

2. LESS “STRANDED” BANDWIDTH

No one likes the bandwidth “tax” that comes with excess network capacity, especially at non-peak hours when much of your network capacity is sitting idle while the meter is still running. The old way of doing business was to engineer each office with enough capacity to accommodate its busiest load. The result: high costs and lots of unused capacity. Centralization enables your business to consolidate the load, eliminate unnecessary redundancy and share bandwidth across location, thereby removing costly inefficiencies, ensuring you get the most out of your network.

3. FREE SITE-TO-SITE CALLING

With a centralized communications network, all on-network calls between your locations become free. What’s more, with an integrated mobile-app, long distance and international calls become part of the corporate mobile phone plan, instead of being charged to an individual’s personal mobile plan. Centralized services don’t change the user experience; they can mimic local services complete with local dialing areas, 911 services, and local prefixes and area codes.

4. SIMPLIFIED BUSINESS CONTINUITY PLANNING

With a centralized solution, your business continuity planning becomes much less complex. A properly designed data center or hosted service provider will have fail-over solutions so that each branch or location either utilizes redundant network or mobile phones for failover. No more complex business continuity plans...
for each site with different equipment and vendors. With far fewer moving parts to manage, whether the disaster is natural or man-made, you can easily ensure that business continues as usual.

5. REDUCED STAFFING REQUIREMENTS

A centralized model reduces the need to hire, train, and manage remote IT staff. As an additional advantage, centralizing reduces the need for vendor contracts to manage remote equipment. This allows IT staff to focus more time on strategic initiatives.

6. CONSISTENT FEATURE SET ACROSS SITES

Centralized services means consistent features for all users across all locations. This simplifies training, and makes features intuitive and familiar for traveling staff.

7. CENTRALIZED MANAGEMENT

Removing complexity is key in any environment, but especially when it comes to network management. Centralized solutions means fewer things to manage. A single database change gets reflected immediately across all sites. Get new hires up and running on your corporate communications in no time, no matter where they are.

Until recently, centralizing communication systems simply was not a practical reality. Many organizations continue to use distributed systems and fail to realize these and other benefits. XO offers both hosted services and advanced SIP trunking services – both of which can centralize your network with ease. Both services provide all the benefits of traditional telephone services, with modern management, control, and reporting.

Learn more about centralizing your business communications with XO at http://xo.com/solutions/need/the-right-voip-solution/