

The Voice over IP (VoIP) market displays strong growth at a 17.5 percent annual growth rate in the United States. New solutions provide your business with many options for changing from a traditional PBX to some form of VoIP, whether it's an on-premise system or cloud-based. Remote teams and telecommuting employees also gain many benefits from VoIP systems, which helps increase their productivity, expand your company's regional or global reach, and provide improved business agility.

Reduces Hardware Cost Dependency

Bring Your Own Device (BYOD) is commonplace at many companies reporting that 82 percent of businesses allow employees to use personal devices for work duties. When employees are used to accessing work resources with their personal devices on-site, there's no point in having remote teams required to use specific hardware to access the phone system or network. With VoIP, they aren't locked out of essential features or the network entirely just because they aren't on location. Softphones and other VoIP software are often cross-platform as well, providing employees with mobile access when a laptop or desktop isn't on hand.

Expensive Specialized Vendor Needs and Costs

With a hosted VoIP solution your business is not only ridding itself of the expensive limited hardware, but also the high cost of relying on an expensive certified vendor. No longer do you have to schedule them to come out and modify your hardware or reprogram something as simple as a voicemail seat at a hundred dollars per hour. Instead the operator of that seat can access a web portal and make the necessary changes themselves or request a change which can usually happen in a matter of hours at no cost.

Employee Retention

More than 10 million Americans spend an hour on the road just to get to and from work. The time and cost associated with commuting to the office could lead valuable employees to jump ship for employers closer to home and a better work-life balance. Instead of losing valuable employees, VoIP helps you provide the infrastructure you need for telecommuting employees to do a significant amount of their work from home.

Increases Employee Mobility

When employees don't have to worry about checking in at headquarters on a regular basis, you can send them farther out. For example, if you have to constantly recall an overseas team simply to upload data and attend meetings, the travel costs alone are significant. When remote teams can do this on location, they have better business productivity by having all the tools they need with them, as well as cutting down on the frequency of unproductive travel time.

Streamlined Conferencing

VoIP streamlines conferences and can integrate with existing video conferencing or meeting tools as well, depending on your chosen solution. Video conferencing bridges the gap between bringing in remote teams and telecommuting employees for meetings, and still simulating the face-to-face environment for communicating about projects, goals, and other tasks. These conferencing tools also work well for training, so remote employees and teams can have up to date information on new procedures and tools.

Business Agility

When remote teams can touch base with the home office more frequently, as well as having access to its telecommunications tools, you improve your business agility. Critical data, feedback on sales initiatives, and other reports quickly get back to your main office, instead of taking weeks or months to get there. Real-time analytics help teams make quicker decisions, which is critical for job duties that handle a constantly changing environment.

When you're setting up a telecommunications infrastructure for a company dependent on telecommuting and remote teams, VoIP provides you with significant flexibility and plenty of benefits. Your remote teams get their jobs done more quickly and efficiently, allowing you to spend more resources on domestic and international expansion.