

# The hidden costs of your legacy phone system.



## Is your business phone solution keeping up with the times?

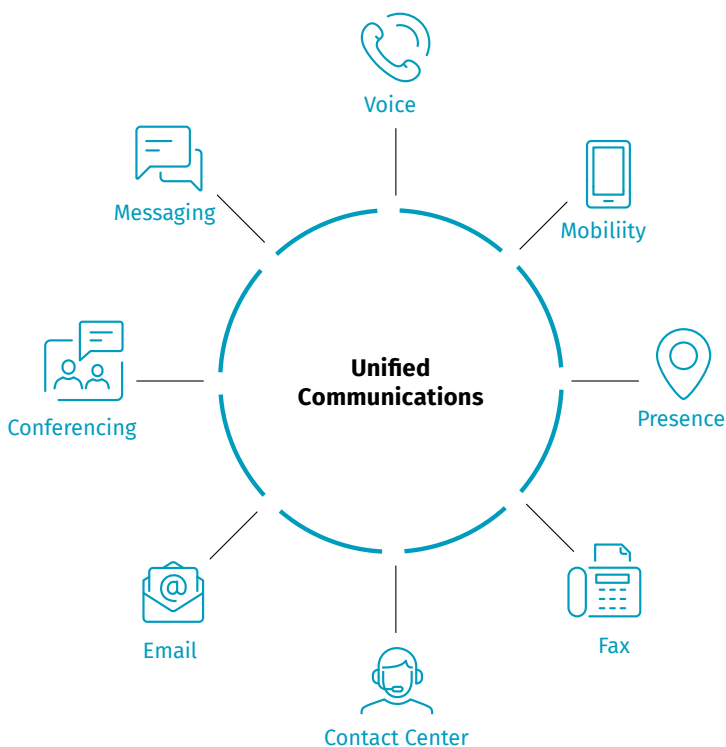
If your communications solution is stagnant, it isn't driving your business forward — and it's costing you more than you think. There are hard costs: You're already paying the monthly tab for your business landlines, incurring fees that may sometimes surprise you and the occasional maintenance and downtime for said landlines.

But, don't forget the soft costs, too: Downtime means employees may not be working as efficiently as they should. They're already stuck in meetings and struggling to keep up with internal and external communications.

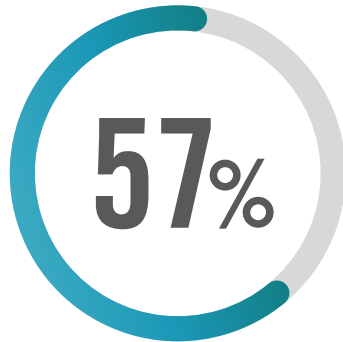
And, as they say, time is money.

So, how can you help your business have a more strategic communications solution? Unified communications.

Many VoIP solutions include some unified communications (UC) features, but true UC brings together all those daily business communications activities in one platform, accessible across multiple devices — simplifying and streamlining user interactions, saving you time and money.



## How many business have adopted UC? \_\_\_\_\_



have a partial implementation, which includes VoIP<sup>1</sup>



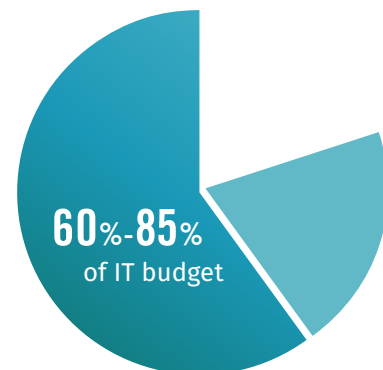
have UC fully implemented<sup>1</sup>

Is your business where it needs to be? Use this guide to see just how much your legacy phone system is costing you. And, learn how our unified communications system, OfficeSuite UC®, can give your business a collaborative edge.

## The cost of the status quo

The average business spends 60 to 85 percent of its IT budget maintaining legacy applications that won't help move it forward<sup>2</sup>. And it comes at the expense of innovation.

A typical legacy on-premises communications solution delivers 99.9 percent availability, which equates to approximately eight hours of downtime a year.

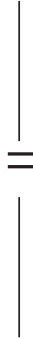


<sup>1</sup><http://www.webtorials.com/main/resource/papers/webtorials/2013-UC-SotM/2013-UC-State-of-the-Market-Report.pdf>

<sup>2</sup><https://www.altexsoft.com/blog/business/13-signs-your-legacy-systems-need-modernization/>

## The hidden costs of your legacy phone system

**8 hours**  
of downtime per year  
×  
average downtime cost per hour  
**\$16,920**



Your communications solution could be costing you as much as

**\$135,360** a year

## Workstyles are changing

Your key employees work hard for your business. But they want and need more flexibility in how they do it.



**35%** of the workforce are digitally native Millennials<sup>3</sup>, who will collaborate effectively through technology

**74%** of employees say work flexibility is very important in a potential job<sup>4</sup>

**22%** of Americans work from home<sup>5</sup>

**50%** are involved with remote or virtual team work<sup>5</sup>

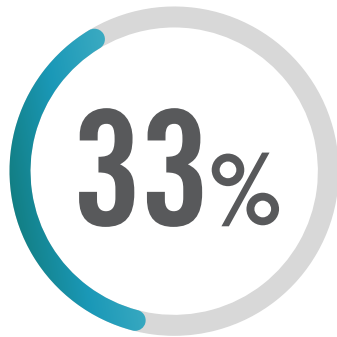
<sup>3</sup>[http://www.pewresearch.org/fact-tank/2018/04/11/millennials-largest-generation-us-labor-force/ft\\_18-04-02\\_genworkforcerevised\\_bars1/](http://www.pewresearch.org/fact-tank/2018/04/11/millennials-largest-generation-us-labor-force/ft_18-04-02_genworkforcerevised_bars1/)

<sup>4</sup><https://www.ey.com/us/en/about-us/our-people-and-culture/ey-study-highlights-people-want-flexibility>

<sup>5</sup><https://hbr.org/2018/02/how-to-collaborate-effectively-if-your-team-is-remote>

## But it's about their productivity too.

How much time is spent actually working versus trying to collaborate effectively?



**of the U.S. workforce are engaged at work<sup>6</sup>**



**of time is spent in meetings, on the phone or responding to emails<sup>7</sup>**

## And you're paying the price

Average employee compensation per hour in the US is

**\$36.22<sup>8</sup>**

Average time wasted in a workday is

**50.5 min<sup>9</sup>**

**\$7,926**

in wasted time per year per employee

<sup>6</sup><https://news.gallup.com/reports/199961/7.aspx>

<sup>7</sup><https://hbr.org/2016/01/collaborative-overload>

<sup>8</sup><https://www.bls.gov/news.release/ecec.nr0.htm>

<sup>9</sup><https://www.forbes.com/sites/cherylsnapconner/2013/09/07/who-wastes-the-most-time-at-work/#7bc2cbc56c39>

# Your legacy systems won't be able to keep up.

Some of the current challenges you face with your legacy systems will only exacerbate:

- Obsolete technology with more limited skill sets to maintain them
- Older software that is no longer supported or patched
- Lack of compatibility with your other IT solutions
- More potential for operational disruption, including to employee productivity
- Less cost-effective overall

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## Discover the upside of UC

In today's business environment, employees should be able to plug in wherever they are, no matter the time, location or device. Employees are increasingly expecting a seamless user experience across the average of nine applications they're using on a daily basis<sup>10</sup>.

And your legacy communications system isn't going to cut it. Ensure your business puts its best foot forward with a hosted unified communications solution like OfficeSuite UC®.



Improves mobile and remote communications



Unifies conferencing services



Integrates third-party applications



Gives employees the necessary flexibility to maximize collaboration and productivity



Minimizes downtime



Scales easily

<sup>10</sup><https://www.marketingweek.com/2016/03/04/why-marketers-are-failing-to-target-consumers-at-key-life-events/>

## Why Officesuite UC®

By the Numbers:

Since 2005, **300,000+** users in **49** states

### 1. A 100% cloud-based system

Our entire system is controlled from the cloud. We use SilNet, a proprietary protocol, not SIP or open source. Everything is administered from a single, online dashboard without ever touching a phone. All information and data are stored in secure servers on our cloud infrastructure and protected by industry-standard firewalls, access control lists, authentication and authorization.

### 2. We take it past what others call “easy”

We have the easiest-to-use online portal that controls everything. Let your employees access the system from the web, using any device, to customize features, reroute calls and even add new services instantly. Need help? No need to call for technical reinforcements! Simply chat with our live agents or watch our how-to videos.

### 3. Always the latest release

Since we own the code, we deliver free upgrades multiple times a year based on customer feedback.

### 4. More secure than other systems

Calls, messages and meetings that use the Internet are encrypted from end to end.

### 5. We give you mobility in, out and between offices

With softphone apps for mobile devices and laptops, you'll always be connected. OfficeSuite UC® also includes one-of-a-kind features to make you more mobile, like Hot Desking (use any phone in any office) and Twinning (sends calls to desk and mobile phones simultaneously) that allow people to move freely and work from anywhere without missing calls.

### 6. You can avoid disasters

Make, take or reroute all your communications anywhere, anytime, from any browser. With emergency overrides and our failover capabilities, calls get delivered even if your primary network goes down.

### 7. Employees can actually put the features to use

Up to 48-button phones are easily programmed by users on the web via point and click, with changes made immediately on their phones.

### 8. All features work across all sites

Features work within and across locations. No extra setup, linkages or services required.

