



# Is Hosted VoIP Right For My Business?

There comes a time for every business to investigate new technologies and better, easier ways to make and save money without sacrificing service. Whether the business is growing exponentially, has multiple locations, doesn't have a dedicated IT resource is dependent on phones for income, or in need of new features, hosted VoIP (Voice over Internet Protocol) technology may be the answer.

To help determine whether hosted VoIP is the right decision for a particular business, here are several circumstances where this technology can make life easier.

**“We’re in a major growth stage, and our phone system just can’t catch up. I want to easily be able to add new employees and phones to accommodate this.”**

If a business with analog lines needed to add a new employee to their phone contract, they would typically have to call their provider and schedule a service technician to come on site. These visits can sometimes take days to schedule, and once they are scheduled, it is usually in a window of time. Most businesses do not have hours to wait for a technician to show up and disrupt the work day. These businesses would also most likely have to pay a service fee for the visit, as well as for new equipment.

Hosted VoIP technology makes it easy as a phone call to add new employees to a phone system. The only equipment needed is a physical phone and the employee can be added to the system in minutes. Some VoIP companies even have websites or management portals where a business can make changes and add employees themselves.

**“I have multiple locations and remote workers that use cell phones while away from the offices. How do I make sure everyone is connected? ”**

One hosted VoIP provider can definitely handle all locations, and make sure every single employee is connected, whether they are sitting at desks or outside of the office. Common features such as call forwarding, cell phone applications, and extension dialing can help the phones act as if they are all in one place. Even if they are across state lines or over an ocean, an internet connection keeps the whole business connected. Cell phone applications can make the iPhone/Android caller ID act as the business number, masking employees’ private phone numbers.

**“I don’t have a dedicated IT resource (or my IT resources are really, really busy) in my company. How do I handle a difficult phone system without adding a burden to my team?”**

The ease of use of hosted VoIP technology is one of its biggest pluses. There is an easy learning curve to manage the phone system, whether you have dedicate IT staff or not. As mentioned above, portals and websites from the provider make it easy for any business employee with basic knowledge of the internet to implement changes and update settings. Many hosted VoIP providers have a support line that is available 24x7 to make changes if an employee is not comfortable with making changes themselves.

## **“My company’s revenue depends on the phone system being reliable. How do I guarantee our clients are always able to contact my company?”**

Staying connected to customers is integral to every business. Business phone providers need to be reliable and steadfast in their promises. However, any technology has their vulnerabilities. Analog lines have limitations in cases of emergencies. If the physical phone lines or phone systems break or are compromised in any way, people that call a business might receive a busy signal and would be unable to leave a message. Call forwarding would be difficult to set up and can possibly take an extended period of time to activate.

Because cloud-based VoIP solutions are hosted off site in highly secure, highly redundant datacenters, they are not as vulnerable to natural emergencies as systems hosted in the office. Even if the internet goes down at the office site, customers would still reach an Auto-Attendant and be able to leave a voicemail. These messages can be checked through a cell phone. Another solution would be to have business calls forwarded directly to employees’ cell phones so they can be answered immediately. This can be set up long before any emergency occurs.

## **“I need my phone system to do more, but I need to maintain a low monthly cost. What costs can I expect?”**

Hosted VoIP technology gives businesses many, many features that are not possible with analog and premised-based systems. Being cloud-based gives hosted VoIP providers the ability to provide software driven features such as voicemail to email, user portals, automatic call forwarding, softphones, and many others. Without the upfront costs of expensive hardware and the need for service technicians, VoIP providers can offer these to their customers for a small price, and sometimes even free.

At FluentStream Technologies, we provide a user-friendly, flexible business phone system designed for small to large sized businesses. FluentStream Technologies offers a complete phone solution with advanced, personalized features and mobility at an affordable price. We are so confident, try it 30 days for free. Have us send you a phone, plug it in, and make your calls with a smarter business phone solution. We are available 24/7/365, so never hesitate to call! It’s time to experience why so many other businesses are using a VoIP phone system.

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