

# THE HIDDEN COSTS OF TRADITIONAL PHONE SYSTEMS

The arguments about replacing an out of date phone system often focus on the direct costs, however the real costs are much greater.

## The direct costs of an outdated phone system



Facility costs



Maintenance charges



Upgrade costs



Obsolete equipment write-offs

## The hidden costs of an outdated phone system

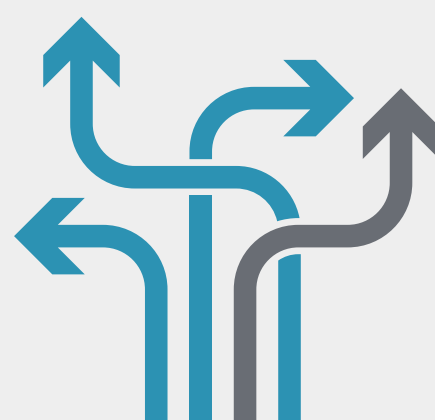
Poor service = **lost customers**



**89%** of business leaders believe that customer experience will be their primary basis for competition.<sup>1</sup>

Inflexible working = **loss of talent**

**75%** of employees rank workplace flexibility as their most important benefit.<sup>2</sup>



Poorly equipped employees = **lost productivity**

**Improved productivity** was the number 1 driver of Unified Communications adoption in a PwC survey of UK small to medium-sized businesses.<sup>3</sup>



Missed opportunities = **missed revenue**

**68%** of UK small to medium-sized businesses report collaborating with each other by sharing skills, experiences and networks.<sup>4</sup>



Outdated systems = **increased downtime**



**80%+** of IT and Line-of-Business Managers admit using non-approved applications in their jobs.<sup>5</sup>

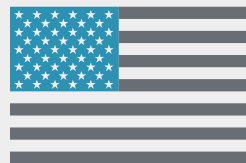
Routine administration = **wasted IT expertise**

**£44k**



Average pay for an IT Operations Manager in the UK.<sup>6</sup>

**\$80k**

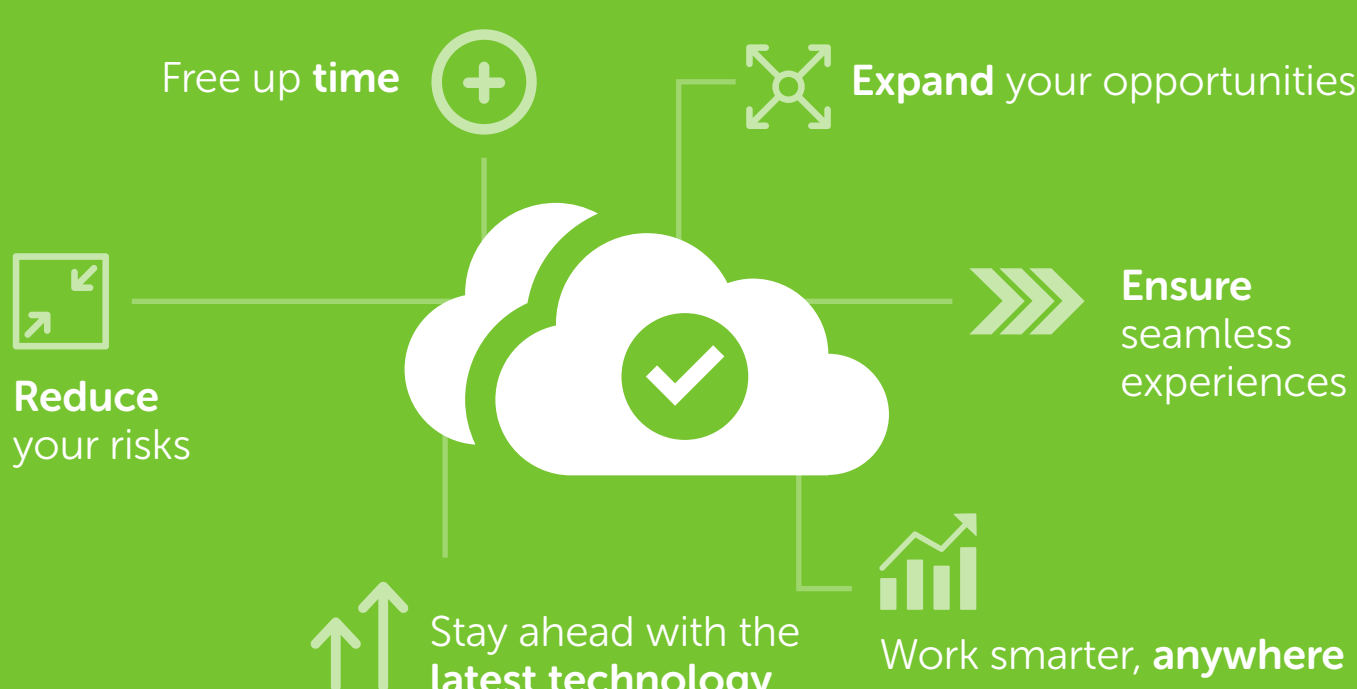


Average pay for an IT Operations Manager in the US.<sup>6</sup>

## The traditional on-premise phone system has had its day

### There is a better alternative

**Cloud Communications** offers a range of advantages over the outdated PBX



The longer you shackle your business with an outdated phone system, the more growth opportunities you're missing out on.

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