

## Your Next Phone System: Upgrade, Replace or Go Hosted?

As many companies and organizations begin to consider upgrading their phone system, they often find themselves with 3 options: Upgrading the phone system & reusing the phones, replacing everything with a new Premise-Based VoIP (Voice over Internet Protocol) system, or getting a Hosted Phone System. Here are some tips that should help with you narrow down your decision:

- **When to consider simply upgrading your current system with new “brains”:**
  - If you only plan on being in your current location for a short period of time
  - If the phones are not on the top of the list for business needs
  - If your system is still being manufactured
- **When to consider replacing your current system with a new VoIP system:**
  - If your phones pretty much stay in the same location with few changes to employee staff
  - If you are good at keeping up with software upgrades
  - If your current system is no longer manufactured
- **When to consider a new Hosted Phone System:**
  - If you would like to have the latest bells and whistles with a lower up-front cost
  - If you plan on being in business for 3+ years
  - If you would like unlimited remote support

### Client Spotlight:



When Ellen Dollar, the Parish Manager and Assistant to the Rector of St John's Episcopal Church in West Hartford reached out to inquire about different phone system options, we met to review their wish list.

There were a few specific needs, such as programming the phones to allow access to visitors at the door, voicemail to email, and smart phone integration (essentially “bringing” their extension anywhere they go).

We determined that a Hosted Phone System was the best solution for their needs. It not only came in under budget, but the cost of the new monthly phone service is less than it was with the old phone system... and the solution comes with unlimited remote support!

According to Ellen, “When our old phone system crashed, we were faced with an unexpected need to upgrade our system, along with an opportunity to incorporate new technologies. Throughout the process of considering proposals and getting our new system installed, Dave of Emendee Technologies was responsive, helpful and creative in helping us improve our office processes for the lowest possible cost.”