

# 10 Reasons Companies are Moving Their Business Phone Service to the Cloud

## Hosted PBX systems and (VoIP)

The use of voice over Internet Protocol (VoIP) systems, and even more specifically hosted private branch exchange (PBX) systems, has been one of the more important digital transformations for businesses over the past five years. [Hosted PBX](#) is one of the most popular VoIP solutions, and moves your on-site business phone system to the cloud. It also gives you more features and mobility than traditional on-site phone systems.

When you analyze why so many companies are moving their [business phone service](#) to the cloud, it's easy to see the significant business productivity and efficiency benefits.

## 10 Reasons Why Companies are Moving Their Business Phone Service to the Cloud

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|---------------|----------------------|
| 1 Cost        | 6 Support            |
| 2 Reliability | 7 Quality            |
| 3 Scalability | 8 Disaster Recovery  |
| 4 Mobility    | 9 Management         |
| 5 Maintenance | 10 Advanced Features |

## 1 Reason No. 1: Cost

There are several advantages to adopting a [hosted PBX or VoIP business phone service](#).

There is no expensive hardware to buy, whereas an on-site PBX can cost tens of thousands of dollars. If a business has multiple locations, costs can add up very quickly. With a hosted PBX or VoIP business phone system in the cloud, software handles all calls and call routing, which keeps costs much lower.

VoIP also provides unlimited domestic long-distance calling.

Businesses report savings of as much as 50% on total cost of ownership by moving to a cloud-based business phone service.

## 2 Reason No. 2: Reliability

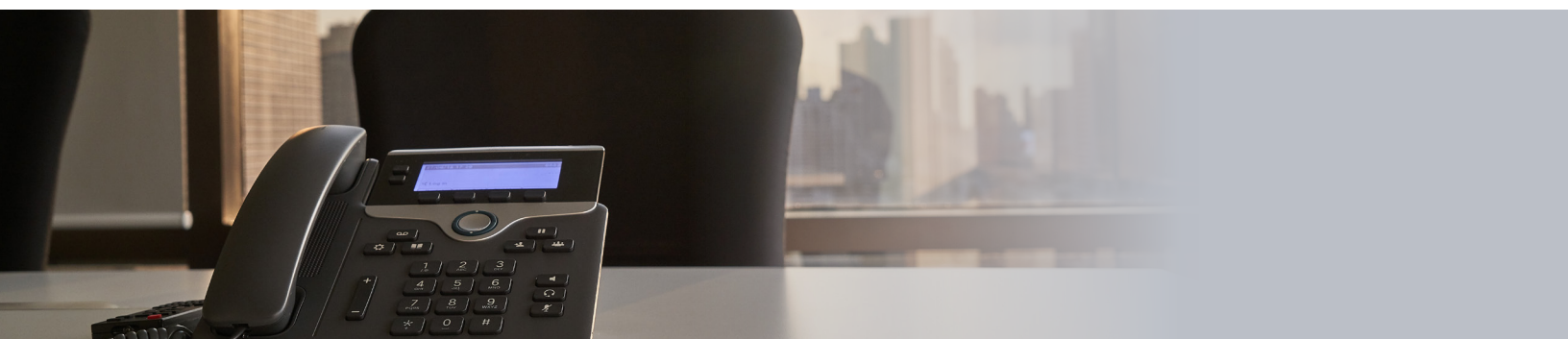
If you work with the right company, today's VoIP business phone systems can be exceptionally reliable. Top-quality business phone service providers monitor networks 24/7 year-round to maintain robust and reliable service, and offer service level agreements that guarantee 99.999% uptime. One question to ask your current provider is whether your business phone service is delivered over coax cable, which can be accidentally or deliberately severed and go offline more frequently than fiber-optic cable.

## 3 Reason No. 3: Scalability

In the tech world, a significant concern is overprovisioning, which happens when businesses pay for the capacity they might need in the future but may also be sitting idle now. Hosted PBX and VoIP systems enable businesses to buy exactly what they need, while retaining the ability to scale up quickly when the business grows or during peak demand times. You only pay for service matching your current demand.

## 4 Reason No. 4: Mobility

More than ever, employees and contractors work remotely, at home, or move between locations. Cloud-based business phone service and the use of unified communication tools accommodates this enhanced mobility. For example, customers can call one business number and have their call routed to a particular business location or mobile device, making remote employees just as effective as if they were sitting at their desks on-site.



## 5 Reason No. 5: Maintenance

On-site hardware requires routine maintenance. If there are problems, you may have to call in service providers to resolve issues. This process can take time and cost money.

If your business phone service is in the cloud, the service provider handles all of the maintenance, troubleshooting, necessary repairs and upgrades. There is nothing to maintain yourself, which frees up time and resources.

## 6 Reason No. 6: Support

For businesses that are still using legacy phone systems or an on-site PBX, service and support can be frustrating. Adding lines can take time and cost money for installation and provisioning. It can be challenging to get someone local on the phone to open up a trouble ticket.

The right cloud-based business phone service provider can provide dedicated account managers and accessible support teams.

## 7 Reason No. 7: Quality

Concerns about voice quality over cloud-based phone systems are a thing of the past. Today's VoIP calls are virtually indistinguishable from any other phone call. Multiple remote hosted data centers help you avoid downtime and maximize uptime.

## 8 Reason No. 8: Disaster Recovery

In the case of a power outage or a natural disaster, cloud-based systems can quickly reroute calls to other locations or mobile devices. This redundancy eliminates downtime even when there are problems locally. In addition, cloud backup ensures visibility and access across multiple sites.

## 9 Reason No. 9: Management

With traditional phone systems, someone at your business must be responsible for the management of the on-site system, or you must pay for someone to come to your location to handle it for you. Many services are not included in standard service agreements. With a cloud-based system, you can manage everything from an online dashboard and make changes easily and quickly, with IT support handled by the provider.

## 10 Reason No. 10: Advanced Features

With business phone services in the cloud, you can use advanced calling features that used to be reserved for only the most expensive systems. This includes things such as an auto-attendant, voicemail to text, custom hold messages and call recording. You can also add unified communications, video conferencing and collaboration tools.



## The Best Business Phone Service Provider in Texas

Searching for “business phone service providers near me” may get you a list of national companies, cable companies or residential internet service providers. That doesn’t mean these are the right business phone service providers for your business.

LOGIX is a Texas-based business phone system provider that supports more than 10,000 customers and 3,000 enterprise buildings across more than 265,000 fiber miles. LOGIX offers robust, reliable and fast hosted PBX and VoIP business phone services on a fully monitored fiber network that is not shared with residential homes.

### LOGIX hosted PBX features the following:

**Low-Hassle, All-Inclusive Pricing:** With LOGIX hosted PBX service, you could save as much as 50% over your existing services. Voice and data share your broadband internet connection, so your circuit costs are lowered. Plus LOGIX offers lower monthly fees compared to traditional telcos, and you’ll see your management costs will decrease as you will no longer need an additional vendor for office moves and other changes.

**The Most Advanced Hosted PBX Technology:** Gain access to 90 advanced-calling functions (such as single number calling) that are usually cost-prohibitive to businesses other than large Fortune 500 companies.

**Built-in Disaster Recovery and Business Continuity:** Not only does LOGIX hosted PBX offer the scalability to change with business demands, it also provides 99.999% up time. LOGIX’s hosted PBX is built with redundant network servers and redundant internet and power in a hardened, carrier-quality co-location facility. LOGIX has increased redundancy by creating two separate switching centers that are fully redundant and mirrored, so that any natural disaster at one site will not bring LOGIX’s hosted PBX system down. Since your LOGIX hosted PBX can easily be backed up remotely, you’ll be able to instantly recall your data in the rare event of an outage or technical issue.

**Streamlined Administrative Process with Bundled Services:** LOGIX streamlines the administrative process and delivers significant savings with bundled services — voice and dedicated Internet access — all on LOGIX’s managed private network and fiber backbone.

A close-up photograph of a hand pressing a button on a black business phone. The phone has a numeric keypad and several function buttons. The background is blurred, showing a desk and a laptop.

**Request a quote today.**

Request a quote today to connect with a local business phone expert and learn how LOGIX’s cloud-based business phone service can help grow your business.