



The Benefits of a VoIP Business Phone System



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Introduction

Technology has impacted even the smallest details of how we live our lives, and talking on the phone is no exception. Since its invention in 1876, the telephone has seen many advances, yet at its core has always remained the familiar and user-friendly phone. Switchboards, touch-tone dialing, coaxial cables, cordless phones and even cellular phones have enhanced the telephone's abilities without radically changing its basic function – dialing and making a call. VoIP is the latest jump in phone technology, keeping the phone essentially the same, but allowing it to have more features, faster connections, transmit more data, and communicate with all types of devices.



What is VoIP?

VoIP is an acronym for Voice over Internet Protocol. It is a type of phone service that uses high-speed internet instead of traditional phone lines to transmit voices and information, offering more options, data, and technology integration.

VoIP's main benefits are cost savings, helpful features that matter to your business, and it allows you to manage your settings to fit seamlessly with your internal processes. Read on to learn more and see if a VoIP phone system is the right move for your business.



Financial Savings

One immediate benefit of VoIP technology is the cost. Providing voice and data over one network can reduce infrastructure costs. The benefits of a digital phone system include:



No upfront investment on equipment

Many providers include servers, lines and services as part of your monthly fee.



Predictable budgeting

Monthly fees are per phone, so you know what to expect and how to budget.



One less contract

Easy-to-manage software eliminates the need for an on-site tech or maintenance contract.

Maintenance Made Easy

With VoIP technology and the power of the internet, tech support can be a thing of the past. Installation, setup and upgrades are typically handled by the telecom company, but VoIP often has software that allows many minor tweaks and updates to be made by the customer. Ideally, you'll want a provider who can bundle great service with a software system that will let you manage your end of the phone system. Self-managing some parts of your phone system can eliminate maintenance fees and save you valuable time that would be spent waiting on your telecom company. Having access to simple VoIP software allows you to:

- ✓ Customize call forwarding
- ✓ Save multiple speed dial entries
- ✓ Access call records
- ✓ Swap out forwarding numbers
- ✓ Add Do Not Disturb
- ✓ Set up Find Me/Follow Me
- ✓ Personalize the button configuration and more

More benefits of VoIP

Traditional phone service has one function – make a call. With a VoIP phone system, you can access great features like call logs or voicemail from your home, office, hotel room or almost any location with a broadband connection.

Benefits for Your Customers

VoIP systems allow your business to stay in touch with customers on your terms. Each employee can receive their own phone number, allowing customers to connect with them directly without running through endless phone trees, dead-end voicemails and countless on-hold periods. Not only do these options free up your receptionist, they eliminate busy signals and give your customers less wait time. VoIP's technology gives an advantage over a traditional phone system, with software and tools that allow you to perfectly tailor your customer's experience, letting your phone do what it was built to do – connect customers to your business.

Benefits for Your Business

By using a VoIP system, you'll have a number of improvements over a traditional landline. Yes, you'll save money and stay up to date with the latest technological advancements, but you'll also be able to customize your phone system. Conference lines and group dialing can simplify meetings, while direct lines can organize and streamline incoming calls. And when you're out of the office, feel at ease knowing that your voicemails are sent to your email and can be checked from anywhere in the world. With the added ability to swap things out on the fly, you can truly tailor your phone system to your business needs, even if they change down the road.



Next Steps

Now you know the basics and benefits of a VoIP phone system. But just like any other utility or service, it all comes down to infrastructure and execution. Without the right provider, top-of-the-line connections, technology and compatibility, a cutting-edge phone system can lose its luster. You might be excited to have a high-end sports car, but if your town only has dirt roads, you won't be getting the most out of your investment. A great phone system is nothing without the right provider.

Managed Voice by Ritter Communications

Ritter Communications offers Managed Voice, a managed VoIP solution – pairing servers, software, lines and phones together into an affordable VoIP package. Managed Voice allows any company to leverage a multi-million dollar, carrier-grade infrastructure to supply voice services without making an expensive upfront capital investment. By providing you with lines, phones, service and equipment, we drastically reduce the cost of installing, maintaining and upgrading your phones. While the VoIP technology allows for nearly unlimited expansion and customization, our Managed Voice system lowers your equipment liability by allowing us to host, maintain and guarantee your phone solution from end to end. This all adds up to a lower cost of entry, simplified budgeting and improved efficiency – getting the most out of your phone for your business.

Conclusion

Ritter Communications has built an industry-leading fiber network that delivers the connection, reliability, and speed your company needs to transform your business and improve your customer experience. Combined with our commitment to local, personal service and a passion to serve our customers and communities, you can meet today's challenges and create life-long relationships with your customers while fueling future growth.

Ready to learn more about Managed Voice options and the many benefits VoIP holds for your business, productivity and profitability?

Visit ritterbusiness.com or call the local experts at Ritter Communications to out more about our extensive network. With speeds up to 100 Gbps and our competitive packages, we have solutions for businesses of all sizes.

Right by You[®]

Our “Right by You” pledge is a reflection of how we strive to operate in all areas of our business. We believe the best formula for continued growth and success is doing what is right for our customers, employees and the communities we serve.



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