

# Opportunity Calls

Fact sheet

**How an IP Communications solution can increase productivity and profit.**



**It's essential in today's digital workplace for everyone to be connected throughout the enterprise, increasing collaboration and the sharing of information and ideas. Better collaboration with the latest communication technology can give you productivity improvements and a competitive edge.**

As essential as connectivity is today, it'll be even more critical in tomorrow's workplace. In a recent Harvard Business Review survey, 48% of respondents indicated "extensive use" of mobile/remote work processes and technologies in their work groups, with another 41% indicating "moderate use."<sup>1</sup> By 2020, IDC expects nearly three-quarters of the U.S. workforce to be mobile (72.3%), increasing to over 100 million workers.<sup>2</sup> Workers are becoming more mobile. To keep them collaborating, businesses have to keep them connected.

One important way to increase connectivity is to take advantage of IP communications. This E-book looks at how an IP communications solution can overcome a number of business challenges and connect everyone in your changing workforce to advance your business.

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## **Business Challenge: Inflexible Systems**

**Solution:** An IP communications system provides the flexibility to right-size your company's network and use resources more efficiently. A cloud-based solution enables you to expand or contract your network as your business needs change. You can add capacity quickly and easily to accommodate new employees or prepare for business spikes, and you can reduce that capacity during slower times or when you cut back on your workforce. The result? A more efficient network that is exactly the size your company needs at any given time.



## **Business Challenge: Prohibitive Expenses**

**Solution:** An IP communications network helps control costs by consolidating phone and data communications into one plan that also increases productivity. What's more, VoIP solutions can reallocate unused bandwidth from one location to another to meet peak call volume requirements at any site. This helps to reduce overall capacity requirements across the business, saving you money.



## **Business Challenge: Unfamiliar Technology**

**Solution:** IP communications providers that offer complete solutions include training and customer support, ensuring that the new technology integrates seamlessly into your business. These value-added services ease the conversion to a new network, reduce your reliance on vendor services and ease the burden on your overtaxed IT department. Some products allow you to simply IP-enable your existing system, avoiding any impact on end-users. Others offer simpler user interfaces than those available with older technologies.



## **Business Challenge: Decentralized System Management**

**Solution:** With an IP communications network, your IT staff can use a web portal on the internet to manage the company's needs from virtually anywhere. They can evaluate end-user requirements across the business and change services at any location with an internet connection. This flexibility improves productivity in day-to-day operations and reduces travel expenses.



### Business Challenge: Network Outages

**Solution:** If disasters or extreme weather cause outages, an IP communications network can easily reroute calls to another location, to a mobile phone or to a third-party answering service. Some services let you move phones to alternate locations and continue working with any internet connection.

A free flow of ideas and information is essential to modern business. Open communication leads to more collaboration, which means increased productivity and higher profits. Any obstacle that stands in the way of total connectivity is therefore an obstacle to your business's success. Verizon IP communications systems remove that obstacle, making success more likely. IP communications networks help today's companies become better connected to both their customers and their employees, yielding a competitive advantage over businesses with traditional, outdated technology. IP communications networks are flexible and efficient, enabling you to right-size your system based on your business's specific needs. This means you can control costs without decreasing quality or connectivity.

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#### Learn more:

For more information on an IP communications solution that can help your company move toward total connectivity, contact your Verizon representative.



### Business Challenge: Disconnected Workplaces

**Solution:** An IP communications network is easy to extend beyond one location. IP communications systems let multiple locations share a single data network and a centralized phone system, giving you seamless communication. Whether your people are in the same building or in different cities, an IP network can connect them all like they're in one office. As they continue to become more mobile, this ability will become critical to keeping your team connected.



### Business Challenge: Remote Connectivity Gaps

**Solution:** Remote employees and business travelers can log into the company's IP communications network and make calls using the system located at the home office. This is important, because 95% of organizations consider their contingent workforces vital to overall business success and nearly 70% expect to increase them.<sup>3</sup> With an IP communications network, you give mobile workers the freedom to remain productive while in the field, at a remote office, on a trip, at home or anywhere they can connect to the internet.

1. Harvard Business Review Analytic Services, The Hyper-Connected Workforce, 2015

2. IDC, U.S. Mobile Worker Forecast, 2015-2020, Doc # 256194, May 2015

3. Fieldglass, The 2015-2016 State of Contingent Workforce Management Report, October 2015