

## How to Navigate the Challenges and Reap the Rewards of Unified Communications

Over the course of nearly two years of navigating remote and hybrid work, businesses have discovered how critical it is to embrace unified communications and unified communications as a service (UCaaS). Many geographically dispersed workforces are transitioning to new collaboration and communication systems, and phone systems have evolved as a result. Many organizations are now focusing on collaboration first – and the rise of cloud communications creates both benefits and challenges for businesses.



### Leverage Unified Communications to Enhance Your Business

**58.6%** of the American workforce is working remotely.<sup>1</sup>

In a world where working from home and remote-work tools are critical, unified communications is more than just a convenience – it's a requirement.

Unified communications helps streamline day-to-day operations and offers these advantages:

- A single platform offers easier collaboration using file sharing, chat, and conferencing.
- Reduce administration and maintenance costs via cloud providers.
- High reliability – most service providers have 99% or greater service level agreements (SLAs). And because the “brains” of the PBX live in the cloud, phone systems, auto attendants, voicemails, and other key functions are always up, even if your office(s) are completely down.
- Whether in or out of the office, mobile apps give workers the flexibility to make or take calls and messages anywhere, on any device.

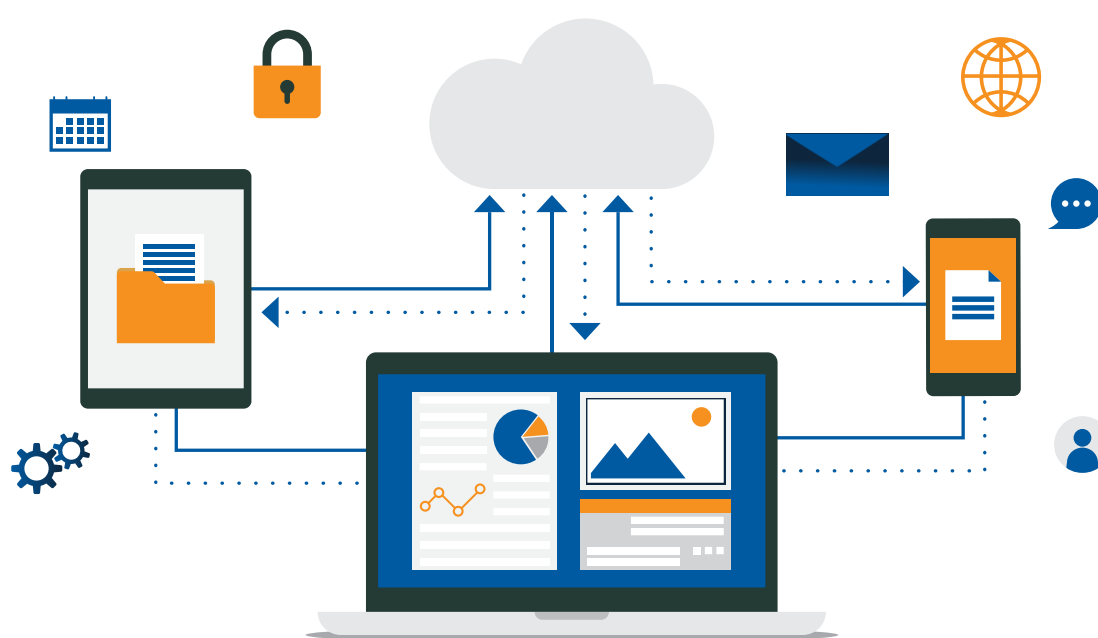
### The Challenges of Unified Communications (and Their Solutions)

#### Cost

- For SMBs in particular, the idea of paying per user can give pause to UCaaS adoption.
- Here's the good news: With CommQuotes by your side, you'll find a variety of special pricing capabilities that allow you to implement UCaaS based on actual consumption, which often results in substantial savings. Rather than per seat, costs can be based on data consumed.
- CommQuotes can help you find and negotiate flexible pricing models for unified communications that are ideal for businesses of all sizes.

#### Too Many Options

- The growth in demand for UCaaS came with an increase in the number of providers offering it – convoluting the decision making process for enterprises in particular.
- CommQuotes helps enterprises navigate the sea of options to land on the solution that meets specific requirements at unique price points.



### Cloud Telephony Is the Way – and CommQuotes Is the Guide

**47.3%** of global businesses now use UCaaS.<sup>2</sup> The time to upgrade is now – but not all providers are created equal.

#### Enter forward-thinking, cloud-forward, cost-efficient CommQuotes:

- We're an impartial advocate that keeps your best interests in mind.
- Real-world experience working with over 5,000 companies means you get knowledge from us you can't find on the internet. The good, bad, and ugly...
- We spend time diving deep with each unique customer to understand your pain – then reinvent the wheel (on purpose) every time to ensure we are recommending the right solution.
- We provide agnostic recommendations and real-life experiences and are empowered to design the most cost effective solutions from the best and most suitable providers, anywhere in the world.



We make sure each of our clients is introduced to the optimal unified communications solutions. Whether you're a small business, major retailer, global enterprise, or something in between, CommQuotes has your back when it comes to navigating the unified communications landscape. Get in touch with us today and get the agnostic UCaaS team from CommQuotes in your corner.



# CommQuotes

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Sources:

1. <https://www.northone.com/blog/small-business/remote-work-statistics>

2. <https://www.mobilecorp.com.au/blog/ucaas-leads-70-percent-opt-for-cloud-based-uc-by-2023>