

Biggest Savings You Can Expect From Your UC System

Organizations heavily rely on their communications tools to connect with co-workers as well as customers. Navigating between different windows and programs can lead to collaboration overload, wasted time and conflicting information. A unified communications system solves these issues in a cost-effective manner, bringing benefits and savings to your organization. UC is an important financial consideration and can yield a number of critical savings:

1. Better collaboration across all employees

When an organization has multiple locations or remote workers, it's important to provide a system that enables collaboration. The number of mobile workers is on the rise - in fact, 83 percent of organizations are planning to increase their mobile workforce this year. It will be critical to have a system in place that facilitates collaboration and communication across all employees.

UC tools make it significantly easier for users to connect with each other. Digium found that UC features allow employees to save 30 minutes per day simply by being able to reach co-workers on the first call or messaging attempt. This will enable faster problem resolution and better efficiency.

2. More revenue opportunities

Excellent customer service is key to business success, but this can be challenging to achieve if you have to navigate across different programs to find the information you need for each client. Instead, a cloud-based UC system serves as a single platform for data that can be accessed anytime, anywhere on any device. A BroadSoft survey found that 76 percent of respondents were able to realize higher customer value and revenue opportunities as a result of using cloud-based UC. These capabilities will help retain loyal customers and decrease time needed to address each call.

3. Increased productivity

Without an effective UC system, organizations with 100 employees can lose more than \$500,000 per year due to lost productivity. Efficient message management and call forwarding tools save a considerable amount of time and streamline connection processes. In fact, 67 percent of organizations with UC experienced a productivity increase from mobile workers. Another 75 percent noted that features like voice and video conferencing improved productivity across geographic locations.

UC makes complete financial sense for businesses. Not only does this system boost productivity, it also opens up revenue opportunities and enables employee collaboration. Teo Technologies can help you develop a UC solution that bolsters productivity while saving on costs. To find out more about UC savings, contact Teo Technologies today.

UC SAVINGS

WHY UNIFIED COMMUNICATIONS MAKES FINANCIAL SENSE

To control costs, many businesses are investing heavily in unified communications (UC), which integrates communications tools – telephone, instant messaging, email, remote devices, etc. – to create a synchronous work environment. Here's why UC represents an important financial consideration.

THE INCREASING NUMBER OF REMOTE WORKERS IS MAKING UC VITAL.

83% 83% of organizations are expected to increase their remote workforce this year.

BECAUSE OF THIS CHANGE IN WORK DEPLOYMENT, EFFECTIVE UC IS IMPORTANT TO A COMPANY'S BOTTOM LINE AS WELL.

Poor unified communications can cost an organization with 100 employees more than **\$500,000 per year** in lost productivity.

EFFICIENT UC CAN OFFER SIGNIFICANT SAVINGS AND MAXIMIZE PRODUCTIVITY.

76% 76% of survey respondents said cloud-based UC systems have resulted in higher customer value and revenue opportunities than traditional communication systems.

67% 67% of organizations report an increase in the productivity of mobile workers, as well as faster problem resolution.

75% More than 75% of companies say voice and video conferencing improved the productivity of employees across various geographic locations.

Teo Technologies can help you develop a unified communications solution that can increase productivity while reducing overall costs.
Find out more at www.teotech.com.

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<http://www.technologyrecord.com/Article/how-to-avoid-a-poor-unified-communications-experience-57304>
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