

Hot Tip #16



Considering a New Communications System? Check out these tips before you buy!



One of the most important resources that small to medium sized business owners have in their organization is the phone and communication solution. This is why it is crucial to pick a communication solution that fits not only your needs now, but the future as well. ITS has put together some tips to consider when purchasing or upgrading your communication solution.

1. Determine the **number** of employees that will require access to outside lines. Then, add the number of extensions you'll need for fax machines, modems, alarms, credit card machines, etc. For most companies (10+ employees) a PBX (Private Branch Exchange) system may be called for. The PBX has become much more widely used and affordable with the introduction of VoIP, a perfect fit for any small to midsized company.
2. **Forecast** any future growth that your company may experience in the next few years. Additional employees? Added locations? Mergers or Acquisitions? Double the wiring is suggested for companies who are looking to expand in the not-too-distant future.

3. **Consider VoIP** - Voice over Internet Protocol. VoIP allows for the placing and receiving of calls over the internet which may provide substantial cost savings for businesses of all sizes. There were more than 4.5 million VoIP users in the U.S. last year and that number will double this year, according to IDC (International Data Corp).
4. Buy remanufactured phones or try **renting** phones. Renting or purchasing remanufactured equipment can translate into substantial savings for your business. Companies change phones for many reasons, not necessarily that they are outdated - your organization can benefit from this.
5. **Wait** to purchase phones at the end of the quarter. You may stumble upon some discounts because salespeople are trying to make their quota.
6. Choose a **reputable** seller who will be able to answer your questions and support you if the system goes down. Look for a company that offers emergency service hours if your business operates outside Monday through Friday, 8-5.
7. **Compatibility** is key! Make sure that whatever solution you decide on is compatible with the rest of the systems in place. These include headsets, conferencing tools, voicemail and call forwarding systems that you already have and use.

An ITS representative can help you determine what communication solution is right for your business to maximize its potential and at a price to fit your budget.

Source: <http://technology.inc.com/telecom/articles/200608/fivephones.html>



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ITS realizes that these days all businesses are looking for ways to save money and improve efficiencies. In response to this, ITS has put together this Hot Tips mailing with the goal of providing our customers tips on how to save money or improve efficiencies in their business. You can look forward to a new Hot Tip in your mailbox every month.

At ITS, we truly value our customers and are committed to helping you with your communications and networking solutions by being your telemangement expert so that you can focus on what you do best and not worry about technology getting in the way. If you have ideas you would like us to explore further or would just like to send us feedback, please send an email to HotTips@its-omni.com.

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