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NFON
Cloud Telephone System

How to choose the cloud telephone system that's right for you

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The questions to ask, the answers to look for

You depend on your phone system every minute of every day – ensuring your people stay in touch, your projects are delivered on time and your customers enjoy great experiences.

Freeing your business from the limitations of traditional, office-based phone systems, the right cloud telephone system increases your flexibility and productivity without the need for large capital investment. There are numerous solutions available, offering different levels of functionality, flexibility, management complexity and resilience. So how do you know which one is right for you?

Use this checklist to ensure the cloud telephony solution you choose meets all your needs and strengthens your business.

Will it make your communications easy?

Look for a solution that enables you to connect with employees quickly, maximise productivity and delight customers, while being easy to deploy and simple to manage.

› Key questions to ask:

Does it provide a single phone number and inbox for every employee, so that calls can be transferred to them whether they're in the office, at home, or out and about?

Will you be able to transfer calls between people and devices with a single swipe of your finger?

Does it provide presence awareness, to show colleagues' availability?

Does it have an intuitive UI and simple communication features?

Does it provide tools for prioritising important calls and sending less important calls to voicemail?

Will you have 24/7/365 access to a UK-based technical support team?

Can end-user training be provided?

Will it reduce the physical infrastructure you have to manage?

Does it offer plug-and-play deployment alongside your existing phone infrastructure?

Does it offer zero-touch hardware auto-provisioning?

Is it maintenance-free?

Does it provide simple tools for adding and managing users?

Will it enable you to communicate truly independently?

Choose a solution that enables you to react to new opportunities faster and generate higher revenues for your business, without requiring you to purchase any extra hardware.

› Key questions to ask:

Does it provide native apps for Android, iOS, mac OS and Windows, so that employees can use whichever device they choose?

Will it enable access to user accounts from any internet-connected device (app or web browser), so employees can work flexibly/remotely from anywhere in the world?

Does it provide the ability to stay in touch using Wi-Fi, 4G data or even cellular voice networks?

Will your users be able to access enterprise-class communications features from their mobile device or PC, removing the need to buy additional desk phones?

Is it fully scalable?

Does it integrate with other communications platforms like Microsoft Teams and Skype for Business, to provide a truly unified communications solution?

Will it reduce your administration costs?

Will it help reduce workloads, with web-browser access to accounts?

Will it provide the reliability you need?

Make sure your chosen solution will always be up and running to support your business, that it's fully compliant with regulatory controls and that your data will always be totally secure.

› Key questions to ask:

Is the solution based on a redundant routing infrastructure and connections to multiple service providers along with nternet exchanges?

Does the provider have geo-redundant data centres for availability in the event of a disruption at a particular site?

Do they provide 24/7/365 technical support, with fast access to experts who can answer your questions and keep your solution optimised?

Do they offer in-house service management of voice services, from end to end?

Will your data be encrypted and stored in fully compliant, EU data centres?

Does the provider have strict controls, to avoid the risk of inadvertent data sharing with third parties?

Are they subject to regular quality checks by independent auditors?

Does it make commercial sense?

Finally, don't forget to ask these three crucial questions:

1 Are all commonly used features included as standard?

2 Is there a simple pricing structure with no hidden fees?

3 Can you take a free trial before committing?

Free your business communications with Cloudya. The easy-to-use, reliable and independent cloud telephone system from NFON.

→ For more information on how Cloudya can help you overcome your communications challenges and maximise your success, please contact: