



DIGITAL WORKSPACE SOLUTIONS

6 Reasons to Cut the Cord on Traditional Telephony Systems and Move to UCaaS



Unified Communications as a Service (UCaaS) is fast becoming the template for best-in-class business communications and collaboration. In fact, you may be one of the growing number of businesses that plan on adding UCaaS to your existing communications tools (e.g., Microsoft Teams, Zoom) over the next few years. But what makes UCaaS so compelling that it's driving businesses of all sizes and industries to cut the cord on their traditional telephony systems and unify everything in the cloud?

#1. Saving money

UCaaS goes beyond cost-cutting. By moving communications to the cloud and eliminating landlines, hardware, and software licenses, businesses can slash costs by 50-60%.

as much as
60%
savings¹

30%
more productivity²

#2. Increased productivity

UCaaS boosts productivity by up to 30% by unifying communications and collaboration. Employees can instantly connect and access information without switching apps or waiting for responses.

#3. Peace of mind

A piecemeal approach to business communications creates feature gaps, leading to shadow IT. UCaaS combines tools into one solution and simplifies security with single sign-on.

69%
of employees bypass
cybersecurity measures when
using shadow IT apps³

66%
of decision-makers want
a combined UCaaS and
CCaaS solution⁴

#4. Great customer experiences

Poor communication sours customer experiences. UCaaS streamlines interactions across voice, text, chat, etc., especially when integrated with CCaaS.

#5. AI efficiencies

AI integration in UCaaS boosts productivity by summarizing calls, crafting emails, providing real-time call recommendations, and more. Modern UCaaS solutions feature embedded AI from day one.

68%
of decision-makers believe AI
is "very important" or
"absolutely essential" when
choosing a UC platform.⁵

30-60
minutes

1-in-4 employees require no training to start using UCaaS and 1-in-2 require less than one hour of training.⁶

#6. Operational agility

UCaaS streamlines employee onboarding with single activation. Self-service portals let employees customize their experiences, like setting mobile phones to ring when away from desks.

Hopefully, you now have a few more reasons to move to UCaaS. But the next steps are critical, especially when you consider that there are dozens of UCaaS solution providers on the market today. It can be confusing to compare different UCaaS solutions, choose which legacy tools to keep and where to cut, and ensure that your new UCaaS platform integrates with existing tools like Microsoft Teams. And that's where Connection comes in. We can help you choose the right UCaaS platform, get the best deals, integrate your solutions, and even manage your UCaaS environment in the cloud.

How Connection Can Help

Explore our Solutions and Services
[Digital Workspace](#)

Contact an Expert
1.800.998.0067

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Sources:

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