



RE-IMAGINE YOUR PHONE SYSTEM:

## **5 BIG Benefits of Introducing The Cloud**

Are you tired of trying to make the most of a legacy phone system with your evolving business requirements? You're not alone. But the good news is, you can forget the inflexibility and high costs associated with your existing system. Instead introduce the cloud and enjoy 5 big benefits with DBX from M12 Solutions.



## 5 Big Concerns of Businesses Using a Legacy PBX System:

1. IT teams spend significantly more time running the PBX than focusing on business initiatives.
2. Fragmented user experiences with multiple apps for telephony, video, instant messaging, conferencing etc.
3. The significant cost of maintaining legacy systems and their underlying infrastructures.
4. Tired features that no longer align with modern business requirements.
5. The phone system was not built with today's mobile workforce in mind and is instead tethered to the desktop phone.

**SOUND FAMILIAR?**

DBX can help eliminate all of these concerns with 5 big benefits...



# 1

## Maximum Flexibility

Moving some or all of your communications to the cloud, brings far greater flexibility and scalability.

DBX offers the functionality of on-premise, with the flexibility of the cloud.

DBX allows you to bridge cloud and on-premise; to bridge all your sites if you have a branch network; to bridge your home users and tele-workers with your office-based staff.

An on-premise telephone exchange (PBX) offers control, visibility and manageability. DBX couples this with latest generation cloud technology, which offers in-built business continuity, lower running costs and complete flexibility.



# 2

## Secure & Reliable

DBX is deployed in state-of-the-art data centres and designed to protect against any single point of failure.

M12 Solutions are an ISP in our own right. This means that we operate and maintain our own network, rather than reselling you someone else's. This brings total control and security for our customers.

We also offer:

- 24/7 monitoring.
- Break fix support.
- Business hours helpdesk.
- Software upgrades ensure your system is always up to date.



# 3

## Cost Savings

As well as hybrid architecture, DBX also offers hybrid finance.

Depending on your business needs, the solution can be deployed in 3 ways:

- **On a purely rental basis - charging per feature, per user, per month.** This works brilliantly for companies experiencing rapid growth or a changing technology landscape.
- **As a capital purchase.** This works well for companies with a stable workforce and defined functional requirements who may be better off purchasing a solution and depreciating over time.
- **By combining both approaches.** This ensures lowest cost for the Business As Usual requirement, with the ability to flex capacity and features for seasonal fluctuations.



# 4

## Integration

DBX can integrate business applications to improve the customer experience and reduce operational costs.

For example:

- Integration to 20+ popular CRM systems including Salesforce and MS Dynamics.
- Outlook integration.
- Smartphone and softphone apps to make mobile and home working seamless.
- Call logging and call recording.
- Options to integrate instant messaging, audio, video and web conferencing.

This unified communications solution reduces the need for additional windows, apps or logins, which saves time and reduces fragmentation.



# 5

## Simple, Stress-Free Deployment

DBX makes introducing the cloud to your business as easy as possible.

We recognise that making significant changes to the way you communicate can bring with it worries or concerns. That's why we:

- Give you a dedicated account manager to guide you every step of the way.
- Use clear, jargon-free language in our communications with you.
- Be transparent in our approach.
- Maximum flexibility means you can introduce the cloud at your own pace.

Above all, we will make sure that choosing DBX is the best decision you could ever make for your business communications.





**Find out more today about how DBX can help you re-imagine your phone system.**

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