



Orchestrating Hyperconnectivity

WHITE PAPER / HOSTED VOIP

Choosing the Right Phone Service for your Business

Before you kick that archaic phone system to the curb or switch your business phone service provider, choosing one that you'll love for the long haul goes a long way in avoiding unnecessary business headaches.

This guide is aimed to help you become aware of the things you should consider before settling on any particular provider for your business.

TIP #1: Find out where their support team is located.

Business phones are one of the few technology items in your business that every single employee touches every day. Therefore, the potential for numerous problems or questions is greater than, say, technology that only your IT department sees or knows about.

As a result, your individual team members may need to call your phone service provider's support line from time-to-time.

Before you sign an agreement with a provider, find out where their support team is physically located. If they refuse to tell you or skirt the question, this may be because it's an offshore and/or third-party support team.

It's always a good idea to call their support line prior to signing a contract, as well. This way, you ensure their support hours are what they say they are and are handled optimally.

TIP #2: How easy is it to manage the system?

A short video or brief demo of a phone system only goes so far.

Some phone systems come with interfaces so complicated, that an outside company has to set up and manage it on your behalf.

Before signing an agreement, request a demo of the phone system, only with you—or the person at your company ultimately responsible for managing the system—driving the controls. If it's cumbersome or too difficult to make changes, stop there.

Easy phone management systems do exist on the market today, and you shouldn't settle for less.

TIP #3: Beware of lengthy contracts.

Signing up for hosted VoIP phone service doesn't necessarily require a long-term contract. While some providers may promise you lower rates for a longer term, signing for a long time period is avoidable if you look hard enough for alternative options out there.

And you can even locate a great rate, despite a shorter contract length.

VoIP companies like Globalgig offer month-to-month hosted VoIP service contracts that still include highly competitive rates. For companies like Globalgig, the month-to-month contract communicates that their quality of service will always be top of mind.

Month-to-month service is the anti-cable company model, where "locked in" contracts for long time periods coupled with low satisfaction

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ratings from customers cause routine frustration.

With month-to-month service contracts, pleasing customers and a keen focus on the importance of retention becomes a daily effort. Rather than locking customers in for the sake of sustained revenue, VoIP companies offering month-to-month contracts prefer to focus on high quality of service as their main retention model.

In Summary

Choosing the right phone provider for your business has a lot to do with thinking through the things that become important once your business starts using them.

At Globalgig, we want to make certain you're making the best decision for your company.

However, very few buyers take time to think about these things, and merely focus on price.

At Globalgig, our sales process is investigatory in nature on purpose.

We want to make certain you're making the best decision for your company. And if it means that Globalgig isn't the right provider for your needs, we'll tell you.

Be sure to take the time to fully research any provider you're considering using the tips mentioned in this guide.

About Globalgig

Globalgig orchestrates hyperconnectivity for the enterprise business continuum using managed communications solutions. Globalgig provides wireless connectivity across a 100-plus country footprint and offers a full suite of communications services and products including Hosted VoIP, Mobile Device Management, Wi-Fi Hotspots, Remote Office and Backup, Technology Expense Management and IoT/M2M connectivity solutions. Globalgig is a registered brand of iGEM Communications Holdings LLC, which does business as Globalgig. Globalgig is headquartered in San Antonio, Texas, with offices across the U.S., and in London and Sydney. For more information, visit www.globalgig.com.

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