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Finding the right telephone system for your business

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A good telephone system is the heart of communication for most businesses, so you need to make sure the system you install in your office is capable of meeting all your company's requirements.

There are several crucial questions that you will need to ask yourself when comparing different phone systems for your business, including the number of employees that will need access to their own phone lines - whether it's less than four or more than fifty - and how greatly you are likely to rely on your phone system. Companies that offer customer support services or that employ sales staff may be especially in need of a reliable telephone system.

Even if you operate out of a home office or other small premises, a good quality business telephone system is still an important consideration, as dedicated business phone packages offer a number of advantages over standard home phone services. Checking the features included in packages could help you get more for your money, as some business phone packages feature products and tools such as freephone 0800 numbers and advanced services such as auto-attendants and music on hold.

These advanced tools are commonly included in business telephone systems for larger companies, which require a high number of connections to allow multiple employees to send and receive calls simultaneously, and ensuring that all calls are routed to the right people. If you employ more than 40 individuals, you may consider PBX (private branch exchange) business telephone systems, whereas smaller companies could save money with KSU or keyless systems and fewer connections.

You should consider the potential future growth of your company when comparing phone systems, not just your current situation, as it could prove expensive to replace the entire telecommunications infrastructure of your office premises if you exceed the limitations of your current phone system. Choosing a business telephone system that's flexible and scalable as your business grows or shrinks can be a more cost-effective option.

Another type of phone system that's becoming increasingly popular among businesses in many sectors is VoIP (Voice over Internet Protocol), which delivers calls over business broadband connections rather than over standard phone networks. There can be distinct advantages to VoIP systems, including cheaper rates for international calls as well as higher sound quality and the ability to make use of exclusive tools and features not available over standard phone networks, such as video calls and video conferencing.

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