



What is Hosted (Cloud) Telephony?

In short, moving your telephone system to the cloud means you move all or most of your telephony hardware and software (and the resources required to manage it) from your business site to a secure data centre.



What are the advantages of Hosted Telephony?

The advantages of moving to a hosted telephony system are numerous. The typical burdens of on-site telephone systems which include maintenance, disaster recovery and storage space to name a few are passed on to your provider.

- Office space is freed up as servers and other hardware is hosted offsite by a 3rd party.
- Security, disaster recovery and phone maintenance is handled off site by external resources allowing for organisations to focus on other core business areas.
- Hosted and cloud based phone systems are highly scalable and therefore highly responsive to the growth or reduction of employees/extensions.
- The large start-up costs associated are eliminated as companies switch from a CAPEX to an OPEX model.
- Moving to the cloud reduces the energy bills incurred by hosting hardware on site.
- Call costs are reduced by switching from an ISDN connection to SIP.
- A move to hosted telephony allows for easier sharing of information between staff members across sites or on the move.
- A hosted and cloud based phone system can be set up to sync with your online systems as a reliable back up if your system goes down increasing business continuity.

West Pier Telecom is an accredited [Avaya Partner in Customer Excellence](#). There are only 4 resellers across the UK who have achieved Customer Excellence Certification so you can be assured of great experience when dealing with West Pier Telecom. [Learn More](#).

If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0844 264 5522 or email Mathew van Til (matthew.vt@westpiertele.com)

Avaya IP Office [Tell Me About Guide](#)

