



Why Consider Cloud Communications for Manufacturing?

Manufacturers can harness the power of the cloud to boost productivity, reduce costs, secure data and improve operations.



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Communication and collaboration are critical components of any successful manufacturing business. Without it, complex and dynamic processes fall apart, which ultimately costs money and valuable time.

A reliable PBX is vital for moving your products out the door, fulfilling orders and supporting partner supply chains. You need to reach suppliers, distributors, customers, and internal teams to execute your operational goals. But with an on-premise PBX system, you're taking on unnecessary costs and risks. Hardware is expensive to maintain, system updates are complicated and expanding your corporate footprint comes with almost prohibitive costs.

The cloud doesn't have any of these limitations since their solutions are scalable, robust and offer a number of added benefits like:

- **99.999% uptime SLA**
- **Minimized hardware investments**
- **Instant scalability**
- **Secure communications**
- **Accessible customer data**

Read on to learn more reasons why every manufacturer should consider the adoption of cloud communications.

1

Future-Proof Your Business-Critical Operations

Manufacturing and supply chain technology evolve at a rapid pace. Outdated PBX phone systems not only fail to support many remote environments, but they often lack the integration capabilities required to maximize your other software investments. This requires continual investment on a less than ideal solution.

A cloud PBX allows you to reduce the number of apps within your tech stack and integrate them into a single communications and collaboration platform. Taking your PBX to the cloud opens the ability to share data across modern iOS, Android & Windows devices, eliminating dependability on location and empowering IT teams to manage remotely. Cloud solutions also future-proof operations by eliminating reliance on installed hardware while maintaining leading security compliance.



2

Ensure Availability and Avoid Business Disruption



Your teams collaborate across departments, conduct sales, connect with partners and assist customers every single day. Their ability to execute these functions depends heavily on reliable communication channels. Cloud communication systems provide the availability you need with redundancy to protect operations at any given moment.

Modern cloud communications vendors often offer service level agreements (SLA) to ensure that your agents and staff are always connected. Its cloud-based solution requires only an internet connection and can operate on multiple devices, including mobile. Operations and calls can continue without disruption even if a site experiences a power outage or other system malfunction. While IT rushes to manage those concerns, customer support continues.

3

Maintain Security for Customer and Partner Data

Manufacturers regularly communicate with suppliers, partners, and customers across a variety of channels. Yet, these communications must be secured to guard against data breaches or cyber-attacks. Financial details, order volumes, and other information can be protected with the cloud.

Modern cloud PBX solutions help manufacturers communicate with stakeholders throughout their supply chain using secure lines while also offering local and toll-free options for your partners. You get enterprise-grade protection even when calls happen on personal devices or via text.

Eliminate both security concerns and the need for complex, installed phone solutions. Agents, plant operators, and managers can also instantly share the data they need in a completely secure environment.





4 Empower Internal Stakeholders

You run a large-scale operation that spans multiple locations and possibly, multiple countries. Your communication solution should scale to connect all your teams, sites and offices, no matter where they are in the world.

Cloud-based UCaaS platforms provide internal numbers for conferences and bridges. Your teams can also connect seamlessly through channels beyond voice, including chat, SMS, video calls and meetings, file sharing and more. No third-party tools or outside communications tools are required for these enterprise offerings with global connectivity.

5

Minimize Hardware and Installation Requirements

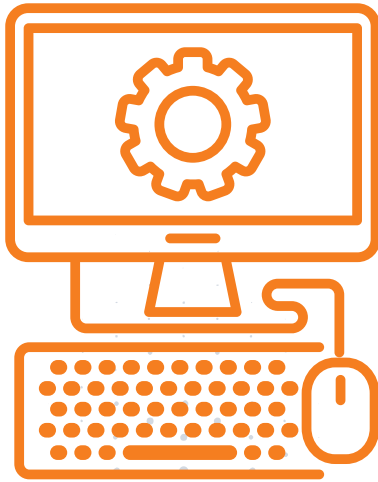
If you're in manufacturing, you already know the expense of installing and maintaining on-premise PBX equipment. Maintenance or hardware issues lead to lost productivity since it's a time-consuming process of ticketing, diagnosing problems and sourcing parts. These interruptions will slow down operations and ultimately lead to unrecoverable losses.

Cloud communications avoid these challenges by minimizing the hardware you need on any site. Excess equipment is eliminated while optimizing your current infrastructure, and remote locations can rely on wireless and mobile connectivity.

Give your employees the flexibility they need. Your workforce can use their own devices and access the company communications from anywhere. Save time, investment costs, and maintenance hours by avoiding fixed-line solutions.

6

Control IT Spend and Support



On-premise solutions make significant demands on the IT team and your budget, especially as they approach end-of-support dates. A traditional PBX also requires multiple applications and third-party tools to meet necessary functions. The cloud reduces the need for various app vendors, custom integrations, and expensive support contracts by combining many tools and functionalities into one streamlined system.

Web-based applications mean fewer hardware issues to troubleshoot so the IT team can focus on the mission-critical applications that help your plant and people.

7

Simplify Your Operational Scaling

Manufacturers are continually asked to do more with less, especially in times of uncertainty or sourcing constraints. The cloud provides your manufacturing team the stability and flexible infrastructure they need to train, sell, assist and keep operations running smoothly.

Converged Technology Professionals can help manufacturers choose the most robust cloud solution for your specific challenges and future goals, regardless whether your business footprint is local, regional or international. We'll be by your side every step of way for planning, implementation and beyond.

The Converged Technology Professionals Promise to Manufacturers



Client success is always our top priority- it's at the foundation of everything we do. That's why we take a holistic partnership role with all of our clients and work on their behalf throughout every step of their communications journey.

That relationship with manufacturing leaders usually starts with guidance from our licensed product experts and engineers. We will evaluate your current equipment and technology stack to ensure you're receiving maximum benefit from your deployment. If a cloud alternative or a hybrid model makes more financial sense, our team will help you design, deploy and maintain it using industry standards and best practices. Our unique partnerships with technology vendors like Mitel, RingCentral, TalkDesk and Avaya allows us to ensure that you receive favorable pricing, features and contract terms as well.

To learn more, contact us today at 877-328-7767 or visit us online at voipswami.com.



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