

Unified communications like VoIP phones 'boost flexibility'

Unified communications platforms such as VoIP phones can help companies to improve the flexibility of their employees, it has been suggested. In a column for UCStrategies, Art Rosenberg has said that both consumers and business users are becoming more "communication-accessible", thanks to the benefits of mobile, multimodal technology.

However, he explained that availability and accessibility now tend to go hand in hand for many firms, as the latter is now "a pre-requisite" for boosting availability for business processes. "This is a key factor in why mobility is becoming so important for business communications - mobility increases accessibility and accessibility increases potential availability," he added.

Recent figures from ABI Research revealed that 487 million mobile phone users will have access to high-definition handsets by 2015, which in turn could lead VoIP providers to make similar improvements to their offerings. Cost is set to be a major driver in the trend, the study found. Check out Maintel for secure and economically priced [business telephone systems](#).

Also, in a column for eWeek, Jonathan McCormick said that IT decision makers can benefit from long-term cost savings, improved levels of efficiency and increased employee productivity by making use of the technology. He added the platform offers advantages in relation to improved flexibility and environmental performance.

Discussing the latter, Mr McCormick explained that energy consumption can be reduced due to the smaller number of hardware and software systems used. "Also, fewer employees are required to travel to work, which minimises carbon footprints associated with commutes and minimises the amount of employee floor space needed by a company," he added. The Campus and Data Center Priorities survey conducted by Webtorials Analyst Group recently revealed that many firms consider the scalability and resiliency of network technology as key when creating an infrastructure to support unified communications systems.

About the Author

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