



The role of your PBX system

For seamless business connectivity
and continuity



Table Of Contents

Introduction

Chapter 1: The need for a PBX system For Businesses

1.1 How IP PBX benefits your business?

Chapter 2: Types of IP PBX phone system

2.1 The Three Variants

Chapter 3: The Do's and Don't of a successful IP PBX system

Redefine your business communication with HoduPBX

The role of your PBX system for seamless business connectivity and

Introduction

Communication plays an integral role in growing a business. It builds connectivity within the organization and maintains consistency between the brand and its customers. In this rapidly evolving technological environment, digital communication has supplanted conventional communication channels and made it simpler and more accessible for people to engage with one another. Thus, between these emerging technologies, IP PBX or Internet Protocol Private Branch Exchange system has always been a wiser choice for companies that want to upgrade their communication infrastructure to establish better connectivity among their users.

IP PBX phone system is a communication solution that utilizes VoIP technology to establish strong and seamless connectivity over the internet. As this system comes packed with several advanced features and ensures greater functionality, it makes business communications smooth and more efficient. Research shows the global virtual PBX market is expanding at 10.5 % CAGR. Therefore, it's self-explained that businesses are drawing greater ROI using the IP PBX phone systems by reshaping their entire business communication system.

Data Points	Key Statistics
Growth Rate (2016-2021)	10.1% CAGR
Projected Growth Rate (2022-2032)	10.5% CAGR
Expected Market Value (2022)	US\$ 28,328.4 Million
Anticipated Forecast Value (2032)	US\$ 76,645.8 Million

If staying ahead in business communications and leading digital transformation for your business is your goal, an IP PBX system is a necessity. This ebook covers topics such as:

1

The need for
a PBX system for
businesses

2

The types of IP PBX
phone systems

3

The do's and don't of
a successful IP PBX
system

We at Hodusoft appreciate our customers' unwavering faith in us and their support over the years. This ebook focuses on providing customer-centric business communications solutions across all geographics and demographics.

Chapter 1

The Need for a PBX System for Businesses

Business communications demands have evolved over the last few years. The shift from the landline PBX system to the IP PBX system to the hosted-PBX system has turned the tables for businesses. Today, the need for a PBX system (IP PBX system, in most cases) revolves around 3 core aspects:

- i) Need for Unified Communications
- ii) Adapting a communication solution for remote or hybrid work models
- iii) Tools for aiding collaboration

The primary purpose of investing in an IP PBX system is to drive efficiency in business operations through effective communication. It not only simplifies workforce management but also offers flexibility and reliability. An IP PBX system serves as a pillar for businesses to gain a competitive edge in their respective industries.

1.1 How IP PBX benefits your business?

All business types whether e-commerce, tourism, or hospitality need a reliable high-quality telecommunication solution to accelerate their business growth. Businesses will eventually lose revenue and become less productive if clients and coworkers are struggling with communication gaps and guesswork. In light of this perspective, an IP PBX system offers the following advantage for businesses:

1. Boosts business productivity

The IP PBX system helps in bridging communication gaps through different communication and collaboration aids. With advanced features like instant messaging, conferencing, call forwarding, document sharing, etc. your team can coordinate effectively.

2. Minimizes telecom expenses

Phone bills of the conventional PBX system skyrocket when the number and distance of call increases. With the package pricing of the IP PBX system, you do not get any surprise as the calling expense do not depend on these two factors anymore.

3. Ensures hassle-free installation

The entire ecosystem of an IP PBX system comes in form of software and thus there's no need for any high-priced PBX equipment. Moreover, this software has a plug-and-play approach so that any employee (without technical know-how) can easily configure it.

4. Takes off the headache of maintenance

The service provider of the IP PBX system takes care of all the maintenance activities. Therefore, you do not need to spend money on hiring an in-house IT team.

5. Assures business continuity

A single point of failure in the infrastructure could result in prolonged downtime in the event of unanticipated events. IP PBX phone system comes with a disaster recovery feature that serves as a backup in a crisis.



“ Delight your customers and employees by offering a non-disrupted communication channel. **”**

Chapter 2

Types of IP PBX phone system

Sometimes the saying “the more, the better” fits perfectly when it comes to the choice of an IP PBX system for your business needs. A PBX system has several varieties for efficient, cost and time-saving communication, which makes it suitable for every type of business that needs it.

2.1 The Three Variants

1. On-Premises PBX

It refers to an IP PBX phone system with data servers installed within the office premises. An on-site IP PBX system involves upfront costs for setting up infrastructure and expenses on an in-house IT team for maintenance. It’s just an upgraded form of your conventional PBX system. Communication through this type of IP PBX system is often restricted to the office premises.

Ideal for : Large enterprises who love to have full control over their data

2. IP PBX software +SIP Trunking

Also known as virtual PBX, this type of PBX system is primarily in the form of software that can be configured in any internet-enabled device. The IP PBX phone system does not require any physical infrastructure or extra hardware. It offers advanced functionalities like call routing, call forwarding, call transfer, etc. Pairing IP PBX software with SIP trunking is optional. Blending these two technologies enables businesses to use their PBX system for external communication.

Ideal for : Small and medium-sized businesses

3. Hosted PBX

A hosted PBX system integrates VoIP technology into cloud infrastructure, expanding its capability and accessibility. Your employees can access information on cloud-based PBX from anywhere. Although it does offer multiple security measures, the level of data security varies with the choice of the cloud server. The initial cost is slightly more than a virtual PBX system, but it's worth the functionalities it offers.

Ideal for : Businesses that operate in remote and hybrid work models



Chapter 3

The do's and don't of a successful IP PBX System

An IP PBX is a perfect tool to drive business efficiency through seamless communication and collaboration. While choosing the most suitable IP PBX system is halfway through the journey of restructuring business communication, there are some dos and don'ts you need to adhere to.

Do's for an efficient IP PBX system

1. Selecting a reputable VoIP provider

The choice of service provider significantly impacts the performance of your IP PBX system. Check out their service experience from existing clients before making the final decision.

2. Concentrating on security terms

Since an IP PBX phone system carries sensitive information about your business, it's a necessity to choose a vendor that doesn't compromise security. The vendor must have security compliances and security measures like end-to-end encryption, fraud prevention, etc. to prevent any data breach.

3. Making the LANs private

Due to the ability to segregate VoIP traffic so that it stays within its own network, a private LAN is recommended as IT managers have better control over their networks.

Don'ts for an efficient IP PBX system

1. No firewall, no VoIP service

Firewall security is a must for a cloud-based PBX system to prevent potential attacks from hackers and cyber-criminals.

2. Don't miss to track the usage

The monitoring of backend fraud is absolutely crucial. Tracking one's usage meticulously has been shown to be one of the best practices for preventing cyber attacks.

3. Don't opt for low-grade services

Avoid falling into the traps of service providers with low-pricing packages. It hampers productivity as well as runs at a security risk.



Redefine your business communications with **HoduPBX**

Business communications solutions are going through evolving trends and transitions as time passes. It's important for businesses to stay future-ready and satisfy their customers' expectations of uninterrupted communications, and IP PBX systems are best suited to meet these needs.

The operational efficiency at low cost is what makes PBX systems a necessity for emerging businesses. Deploying a PBX phone system is crucial to guarantee that clients and coworkers can contact you whenever necessary, regardless of where you are. HoduPBX is one of the leading IP PBX solutions in the market. It comes with diverse functionality enabled through advanced features. Using the right phone system cuts down guesswork from your employees' lives and further helps them to outperform beyond your expectations.

Contact Us

 1403/04, Shilp Epitome, near Infostretch., behind Rajpath
Rangoli Road, Ahmedabad, Gujarat 380054

 www.hodusoft.com

 sales@hodusoft.com

 +1-707-708-4638, +91-886-672-8362

Follow Us on

