7 Ways a Cloud Contact Center Solution Can Benefit Your Bottom Line



Contact centers work hard to support the well-being of their customers. But to be at the top of its game for customers, a contact center needs to maintain a solid bottom line. When it comes to reducing costs, improving efficiencies and delivering outstanding service a cloud solution can help. Here's how:



REDUCED COSTS

- > No on-site equipment means no upfront capital expenditure
- > Reduced maintenance & upgrade costs
- > No need to power & cool equipment translates into lower energy & HVAC bills





PAY ONLY FOR WHAT YOU USE

- No need to speculate and overbuy equipment to account for future growth
- > Add extra licenses or access as needed, in hours to days, instead of potentially weeks

COMPLIANCE SUPPORT

- > Cloud provider carries the majority of the load to ensure compliance standards
- > Provider can often provide a more rapid rollout of new features that address regulatory standards while helping you ensure conformity across your locations





EASIER ADMINISTRATION

- > 100% online management
- > Manage your phone system from any device, anywhere
- > Easily add or change users and features within minutes

ECONOMIES OF SCALE THAT DELIVER ENTERPRISE BENEFITS

- > Access to advanced infrastructures monitored by your provider's dedicated teams of experts
- > Maintenance & upgrades handled by the cloud provider
- > Improved reliability = increased business continuity



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IMPROVED PRODUCTIVITY

- > Easy access to phones plus a reliable network, allow for maximum productivity wherever you are
- > Your entire staff, no matter their location or device, has access to the same features and functions
- > Third-party integrations = streamlined workflows

FOCUS LESS ON YOUR PHONES & MORE ON YOUR BUSINESS

- > Deliver outstanding member service
- > Capitalize on revenue opportunities
- > Improve your bottom line



Get your contact center ready to meet the future head-on. Learn more about how a cloud communications solution can benefit you and your customers. Visit www.4sightcomms.com.

We offer a range of Cloud Communications Solutions all of which deliver enterprise-level features and functionality regardless of the size of your business. Whether you are looking to implement Cloud Storage or Cloud Telephony, our solutions are designed around your company's individual needs.

At 4Sight we have the tools and the expertise to help you with your Cloud needs, with a full range of cloud deployment methods to fit your goals and your budget. To find out more, please contact your 4Sight Account Manager, or alternatively give us a call us on + 44 (0)20 3668 0444 or email info@4sightcomms.com.