ACCELERATE COLLABORATION ACROSS YOUR DISTRIBUTED WORKFORCE
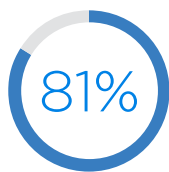
Ensure business moves forward even when you are far apart

Spectrum
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81%

of organizations surveyed by Frost & Sullivan reported that more than 25% of their employees currently work remotely either part-time or full-time.[2]

From redefining continuity plans while keeping employees safe and connected to managing risk and staying within budget, the pressure on business leaders is greater than ever before. To be successful, leaders must understand which technologies will help support their distributed workforce and keep their companies running.

Eighty-one percent of organizations surveyed by Frost & Sullivan reported that more than 25% of their employees currently work remotely either part-time or full-time.[1]

These changes come as many businesses rapidly evolve to meet the demands of a changing world. Ensuring that remote workers have access to high-performing, cloud-based communications and collaboration solutions will be a key necessity moving forward.

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Increase efficiency, realize cost savings

Business efficiency relies on the ability of staff to communicate anytime, anywhere with clients and colleagues. A remote sales team needs to make and receive calls from a business phone number and customer service teams need to seamlessly tap into a real-time call queue monitoring or call center analytics from distributed locations. Keeping employees connected over the cloud, across platforms and devices, regardless of location, is key to business success.

Whatever the use case, the benefits of a communications solution that enables collaboration include seamless connectivity, increased efficiency and cost savings. According to MarketWatch, the global unified communications-as-a-service (UCaaS) market will grow at a compound annual growth rate (CAGR) of 14.3% during the forecast period 2022-2028.[3]

A customer study by RingCentral showed that companies using its unified communications solutions reported a 37% increase in meeting effectiveness and a 42% reduction in the number of in-person meetings. They also experienced a 41% increase in employee productivity.[4]

Remote collaboration tools don't just boost productivity, they can reduce costs associated with outdated legacy infrastructures, hardware and maintenance. Since there is no on-site equipment to purchase, costs for a cloud-based unified communications solution can be far less than traditional on-site phone systems.

Additional savings can be realized through reduced IT costs spent managing the complexities of multiple voice and collaboration tools. There's also the added benefit of predictable expenses with simple subscription pricing and lower on-site hardware and support costs when you opt for fully managed, cloud-based unified communications services. The best solutions scale without limitations as your organization grows, deploying automatic updates to ensure you'll have the most current voice and collaboration capabilities.

41%
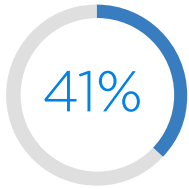
increase in employee productivity for businesses using unified communications.[5]

The success of any unified communications system depends on the reliability of the network and the network service provider delivering it.

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Your unified communications checklist

- Fast and dedicated bandwidth.

- Separate channels for data traffic and voice.

- Platform-based collaboration tools.

- Seamless switching between mobile and desktop.

- Integration with cloud-based business applications.

- Consistent user experiences across locations and devices.

- Flexibility to add new users and locations to scale.

- Relevant training and end-user support.

Choose an experienced network services provider

The success of any unified communications system depends on the reliability of the network and the network service provider delivering it. Working directly with an experienced network service provider who owns and manages the network their solutions are delivered over guarantees a higher level of reliability. They also tend to be more responsive, responsible and easier to work with for unified communications solutions.

Among network service providers, the best will also be able to provide you with the benefits of high-performing fiber Internet. A network-based unified communications solution should include fast and dedicated bandwidth that separates data traffic from voice communications so there is consistent voice quality. It should also bring together a set of collaboration tools on to one platform and enable seamless switching between mobile and desktop voice over IP (VoIP) devices.

Experienced providers will offer integration with business applications across cloud environments — streamlining processes and improving business productivity. They should deliver consistent user experiences across locations and devices while also offering the flexibility to add new users and locations with a scalable, cloud-based service. They should also be able to offer relevant training and end user support.

As distributed workforces grow, the need for anytime, anywhere voice and communications solutions will grow. Learn more about how unified communications services can help eliminate barriers between mobile and desktop environments and improve productivity at enterprise.spectrum.com/collaborate.

1. "Analysis of the North American UCaaS Market, Forecast to 2028." Frost & Sullivan. July, 2022.

2. Ibid.

3. "Unified Communication-as-a-Service (UCaaS) Market Size, Forecast to 2028." 360 Market Updates, Feb. 23, 2022.

4. "RingCentral 2022 customer success metrics." RingCentral, April, 2022.

5. Ibid.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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