The State of Unified Communications in Buffalo, NY

Unified Communications is a term that has been around for many years. It can mean many things to many people. In this article, we will endeavor to provide Comtel's view of what it is, the many ways it might benefit your business, and enable improved productivity.

In a large sense, unified communications covers any form of communication across one's network, where a single user has access to multiple types of media such as a telephone on a VoIP system, a voice mailbox, unified messaging, as well as numerous applications that enable user mobility and/or provide more information to enhance a particular communication. We break down the elements below.

Hosted VoIP: A telephone system that resides in the “cloud” – typically at a datacenter, providing voice and related applications to subscribers using a broadband, or dedicated connection. These systems provide a plethora of integrated capabilities such as messaging, remote workers, contact center apps, mobility integration, presence, and much more. At the very heart of a VoIP for business solution in Buffalo is the concept of unifying the communications experience.

Messaging: We’ve moved on from the days of simple voice mail. Today, customers of PBX phone systems in Buffalo have their emails forwarded to their email Inbox, where the message may be played over a PC speakers, or over a smartphone such as an iPhone or Android. No matter where you are, you can pick up your messages – either on your internal network, over the Internet, or when you are in a WiFi area.

Desktop Apps: Many clients implement a simple “plug-in” app that loads on a PC to enable visual access to phone system features, or to manage the call flow. Today, we use these apps to see visual status of other users – wherever they may be. We can see inbound caller ID, drag and drop calls, even transfer to external numbers. Sophisticated Cloud VoIP systems provide call histories, mobile phone extensions, single number reach, and reports on activity.
Smart Device Integration: Today’s mobile worker can now “pair” their mobile device with a desktop phone, or even make the smart device an extension. With app development, checking whether a co-worker is busy or in a meeting, being able to opt to “chat”, being in position to manage one’s messages, make calls using the company’s phone service, and being able to work transparently anywhere that the Internet is accessible is the epitome of unified communications.

Teleworking: New Cloud VoIP options include use of advanced desktops such as the Mitel phone pictured. In today’s systems, unified communications is a huge part of the everyday experience. Technology today lets a user plug in pretty much anywhere. So, having workers who need to be at home for part of their work week is a snap. Remote teleworkers have all the same capabilities as a staff person who resides in a corporate office.

In summary, Unified Communications in Buffalo, NY translates into a number of great results:

- Optimize time management
- Greater Staff Accessibility
- Ease of Use
- Increased information flow
- True integration
- Reduced phone usage
- Ability to establish collaborative environment
- Lower costs

Whether you are looking for a new Hosted VoIP system, a PBX Phone System, or just some ways to enhance your current environment with VoIP for Business applications, let Comtel’s professional staff assist. Email us at sales@comtel.us