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Moving to a Cloud Communications Solution

Frequently Asked Questions

Learn how our cloud-based communications system can help your business thrive in today's competitive environment

Q I already have/own a premise-based phone system — why should I move to the cloud?

A Managing change has always been an essential skill for business owners, but managing a business today isn't simple. No longer can an owner wait for the next big paradigm shift in his/her business. With the rapid acceleration of technological advancements, businesses owners are being forced to get in front of changes that will impact their customers and employees.

It's hard to catch your breath. It's imperative that our communications solutions are capable of keeping up with the ever changing needs of your business. Many businesses are moving to cloud-based applications like Hosted VoIP. With your phone system in the cloud, you no longer need to worry about maintaining your communication infrastructure and its ability to keep up with the needs of your business. There's little to no expertise required and it provides every capability of a traditional phone system, and then some—all while reducing your monthly and up-front costs. Additionally, a cloud-based phone solution won't become obsolete with new features and capabilities continuously being added without the need for a system upgrade.

Q I tried Hosted VoIP and it didn't work well—how is this better?

A Because not all Hosted VoIP platforms are the same, it's important to discuss what you were experiencing and why you were encountering issues. Our proven platform has been built from the ground up over the last thirteen + years resulting in 99.999% availability. We've been able to alleviate the common woes you may have experienced with other Hosted VoIP providers. With our reliable solution, you'll be able to improve your business collaboration and flexibility, while reducing your costs.

Q What happens if I lose my Internet connection?

A All cloud-based applications rely on Internet connectivity, but with a Hosted VoIP solution, when you lose your broadband connection your communication infrastructure remains available. In other words, your Internet connection is no longer a single point of failure. When your phone system resides in the cloud, you're provided with a plethora of redundant call routing options. For example, our cloud-based VoIP solution includes features like find-me-follow-me, voicemail to email & transcription, and all calls have the ability to be automatically forwarded and routed to virtually any person, device, or location. Plus, our engineers can architect a redundant broadband solution with multiple seamless Internet connections, further improving reliability.

Q Do I need a new or alternate Internet connection?

A No, you do not require a second Internet connection for business resiliency. However, a second Internet connection can provide another level of redundancy for your voice and data. We can help you with affordable options for backup internet.

With your phone system in the cloud, you no longer need to worry about your communication infrastructure's ability to keep up with the needs of your business.

Q   Is a Hosted phone solution reliable enough for my business?

A   When implemented properly, a Hosted VoIP solution is more reliable than a premise-based phone solution, as it can scale to meet your business's evolving needs — and provides benefits that traditional phone systems cannot match. Hosted PBX also reduces the capital expenditure of a new phone system, safeguarding it against technological obsolescence, broadband failures, and natural disasters.

Q Is buying a new phone system worth the added expense?

A   A Hosted VoIP solution doesn't require large, upfront investments like a traditional phone system. Switching to PDVN VoIP will reduce your up-front costs and over time your expenses are actually reduced. Our platform is continually updated to provide your business with new, enhanced capabilities and features — ensuring your business is on the cutting edge and up-to-date.

Q Is a Hosted PBX solution as feature-rich as a traditional phone system?

A Yes, our cloud-based phone systems include features most organizations don't have and can't acquire without purchasing and/or updating their premise- based phone system. Plus, you will have the ability to manage state-of-the-art features via our easy-to-use web portal, with little to no expertise required— providing you with a simple solution for all your communication needs.

Q   Which telecom carrier(s) does your solution use?

A   Another benefit of our cloud-based PBX platform is that you'll never have to deal with traditional voice carriers again. We manage all carrier connectivity in the cloud, with 'cross-connects' directly to multiple carriers, providing an additional layer of redundancy, so no single carrier issue will impact your business. Our carriers are chosen and maintain favor with us based on their reliability and costs.

State-of-the-art equipment

YEALINK T57W

YEALINK T54W

POLY REAL PRESENCE TRIO 8800

YEALINK T53W

POLY VVX350

POLY VVX450

Ready to switch?

Call **225-924-2700** to receive a customized quote detailing the benefits of using our innovative products and services. When you're ready, we'll install your new phone system with **ZERO downtime**, so you can get back to business.

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