

VIRTUALPBX

ESSENTIAL SOLUTIONS FOR THE MODERN BUSINESS WORLD



Telecommunications



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For more than twenty years, VirtualPBX has played a pivotal role in the development of core technologies in the VoIP and hosted telecommunications industries. Recognized for reliable and easy to use products and services, VirtualPBX has helped companies usher hundreds of thousands of employees into the modern era of hosted communications. One can track the growth of VirtualPBX by following the overall progression of the entire VoIP and hosted telecommunication industries thanks to its tendency to continually forge groundbreaking innovations in-line with unified communications. Today, the company offers services and products to enterprise clients and thousands of growing small and medium-sized businesses, and helps them attain a competitive advan-

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tage in the ever-changing market place.

VirtualPBX provides direct solutions for network challenges to customers when other companies cannot execute. Many companies, including both small startups and large corporations, still invest in traditional office telecommunications infrastructure in favor of more agile and cost-effective remote working technologies. Transitioning out of these legacy systems can be technically challenging and cost-prohibitive. VirtualPBX has streamlined processes in place to effect those changes and they're equipped to handle the nuanced and technically complex needs of full-scale business network connectivity. This is one of the scenarios where VirtualPBX's professional services team outshines their competition. Because VirtualPBX's professional services team has a wide array of network services available, including the award-winning VoIP Clear Fix service that is a brand-agnostic remediation for network connection issues, organizations can solve the issues quickly and completely without complicating their relationship with the underlying VoIP service provider. This, in turn, helps customers to save time and have a real-time solution to networking issues. Moreover, the company has a wealth of institutional knowledge that makes its Custom Voice Solutions service team capable of addressing basically any other possible permutation of communications needs.

Meeting the Expectations of a New Mobile Workforce

In an era of business connectivity, VirtualPBX has become the only reliable and real-time service provider. The company offers its customers something that many of the other service providers either didn't think was possible or may not have even considered as an option: Freedom. This freedom is given to customers in the form of



mobile flexibility or in the form of operational efficiency. “Some businesses have been so hamstrung for years by burdensome telephony costs that they’ve foregone other investments that would have helped to grow their business. Because companies that switch from an on-site PBX tend to save anywhere from 40-80% on their monthly phone bills with VirtualPBX, it can very realistically be like a cash infusion that frees them to invest elsewhere,” explains Hammond.

Beyond the financial freedoms granted by switching to a cloud-based PBX, the company’s customers enjoy the freedom to make call routing adjustments, add or remove users, or even add new features with just a few clicks— no more scheduling costly outsourced telecom technicians to appear on-site.

Additionally, businesses that transition away from a traditional office environment realize the freedom of actual physical movement that comes with a cloud-based telephone service. By deploying VirtualPBX’s array of products and services, customers can effectively carry all of the communications tools of a powerfully connected office with them to anywhere there is a data or internet connection. It allows them to optimize communications and meet their specific needs effectively. Also, the company has invested in integrations with other leading remote work services – most notably in their Webhooks feature that is available for direct use or through the integration with over 750 applications on the Zapier platform – to empower companies to recruit and manage teams globally without any network and communication hindrances.

To continue meeting the current and future needs and expectations of the modern workforce, today’s service providers need to do more than simply adding features onto their existing platforms. “By using our own products in real life mobile situations we get an appreciation and an insight into the types of challenges our customers could encounter,” added Hammond. Furthermore, VirtualPBX’s product decisions are shaped by the input that they receive from its robust, two-way communications feedback loop with its customers and power-users.

VirtualPBX’s core competency lies in its VoIP Clear Fix Service that offers the entire battery of support knowledge and capabilities with issues concerning VoIP quality,

network connectivity, and bandwidth optimization or remediation. Also, VirtualPBX’s flagship platform, Dash, has been making waves ever since it was introduced, as well. “What we did differently than everyone else with Dash was that we bridged the gap between robust, enterprise-grade features and service and an interface that actually was as intuitive to use as a simple telephone receiver,” explains Hammond. Until Dash, many VoIP customers required at most some technological engineering background and at least some lengthy training from a telephony expert. Now with Dash, though, the same principles behind intuitive, simple consumer-facing applications have been applied to a platform that operates a robust enterprise-grade telephone system. Not only did it break the mold for what businesses have come to expect from their telephone providers, it also has been the prototype off of which other providers are beginning to model their own services. Also, the company takes pride in its ability to provide superior product and simple transparency from the onset.

In the innovation lab, the company is in the later stages of development of technology that will disrupt the VoIP market via web-based interfaces. “We’re always excited about what is to come, but now is probably more exciting than ever for the future of VirtualPBX,” concludes Hammond.

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