

The ROI of Cloud Voice



Improving communication and collaboration with customers and partners is a top priority to compete and win in a digital economy. New business models mean that everyone needs to maximize productivity for a business to achieve its goals. Telephony has always been separated from most collaboration solutions, resulting in challenges when trying to **adapt to ever evolving business needs.**



Microsoft Teams with Cloud Voice gives businesses the agility to grow and adapt to change cost-effectively.

Microsoft Teams Cloud Voice saves employees' time

90 minutes

The amount of time **mobile workers** can save with voice calling integrated into Microsoft Teams.

30 minutes

The amount of time **information workers** can save daily because of **improved call quality and more reliable system performance.**

Voice integration improves top line outcomes



Microsoft Teams Cloud Voice connects your internal employees better with external customers and partners, which helps increase sales, reduce time-to-market and improve decision making.



Companies which integrated Cloud Voice into Microsoft Teams **increased top line revenue by 5% on average.**

Moving your telephone system to the cloud with Microsoft Teams eliminates hardware and support costs

On average, a **3,000 person** organization can save **USD 2 million** by eliminating PBX annual maintenance and support, end-of-life equipment, hardware for new offices and IT support.

Microsoft Teams Cloud Voice reduces telecommunication usage costs



On average, a **3,000-person** organization can save **USD 1 million** by eliminating or reducing international mobile roaming and long-distance calling charges with cloud voice.

The bottom line

261%

average return on investment

\$9.5M

present value of benefits

\$2.6M

present cost reduction

3 months

average payback period

Learn more



Read the Forrester Total Economic Impact™ study "[Microsoft 365 Cloud Voice Improves Employee And Company Performance.](#)" January 2020.



Contact one of our Business Development Managers for a free Cloud Voice ROI assessment for your organization, by emailing moreinfo@arkadin.com.



[Download a sample Microsoft Teams Cloud Voice ROI assessment](#) completed by the Cloud Communications division of NTT Ltd.