

BENEFITS OF CLOUD COMMUNICATIONS FOR FINANCIAL SERVICES COMPANIES

The financial services industry is in the middle of a major digital transformation. New customer service requirements as well as more rigorous compliance and risk mitigation standards are forcing companies to seek new technology solutions that securely fulfill these needs and help them get ahead in a highly competitive industry. Cloud communications have risen to the challenge!



DELIVERING SUPERIOR CUSTOMER AND EMPLOYEE EXPERIENCES

The primary drivers for digital transformation today is improving customer engagement and employee communications. Customers expect to communicate in the most convenient way for them on any device over many channels whether it be voice, chat, fax or email. In order to remain competitive, financial services companies need to embrace new technologies to help their employees communicate more efficiently and stay more closely connected to their customers.



ENSURING SECURITY AND REGULATORY COMPLIANCE



Maintaining data privacy, securing communications and mitigating risk are top priorities for financial service companies. There were 2,013 confirmed data breaches in 2019 which increases the need to fortify critical customer and business data. IT departments and CCOs must know that their communications services meet regulatory compliance requirements and current privacy laws such as GDPR.

DRIVING OPERATIONAL EFFICIENCY

IT teams must ensure that cloud applications are interoperable with internal systems and share data across applications securely while maximizing the return on their cloud and network services investment. Having the ability to gain insights with strong analytics and reporting functions from multiple data sources is highly important to create operational efficiencies.



DEPLOYING QUICKLY AND RELIABLY



Being able to onboard new people quickly in your existing locations or remotely from home is quickly becoming a standard requirement. With a cloud communications solution, plugging IP desk phones, computers, and laptops into an internet connection and downloading an app onto each device makes this happen. Each of these endpoint devices securely and seamlessly communicate with a cloud platform for voice, fax, chat, audio conferencing and online meetings.

SCALABILITY AND FLEXIBILITY

Cloud phone systems are highly flexible and easy to customize based upon the specific needs of an organization. Whether there is one location or thousands, cloud based communications offer the ultimate in flexibility, scalability, and simplicity to add or delete new users or locations with the click of a button.



RICH FUNCTIONALITY



Cloud communications platforms provide all of the features and functionality of traditional PBX setups and enterprise phone systems, including advanced call routing, fax to your inbox, the ability make changes and update configurations on the fly from a browser, and so much more.

COST SAVINGS

Cloud communications leverages the latest technology to create a secure integrated solution that removes the need for costly maintenance and support for legacy phone systems and PBX equipment. It also converges multiple forms of communication and security onto a common platform which consolidates vendors and reduces administrative overhead, typically resulting in monthly costs savings of 25% - 55%.



Boon Networks is a leading global consulting firm providing integrated digital communications solutions for a wide range of businesses. Working with over 200 of the top carriers and providers, we converge all communications into a seamless proprietary network enabling our clients to easily deploy and manage technology-driven voice, data, wireless and cloud center solutions worldwide. Boon's extensive experience and customized network designs boosts business productivity, reduces costs and streamlines operations. Visit BoonNetworks.com

