Cisco Voice System Health Checklist

Is your Cisco phone system still meeting your needs? Use this checklist to evaluate if it's time to switch to a modern UCaaS solution. If several of these statements ring true, your current Cisco setup may be holding you back. Check each box that applies:

☐ **Frequent Patching & Upgrade Downtime:** You regularly need maintenance windows or experience outages when applying Cisco patches/upgrades. (On-prem Cisco updates often involve **significant downtime**, with engineers dedicating entire weekends to upgrades. By contrast, cloud UCaaS platforms roll out updates with **zero service interruption**.)

☐ **Persistent Call Quality Problems:** Users and customers frequently complain of poor call quality – dropped calls, static, echo, or one-way audio. (As call volume grows, an aging PBX can struggle to maintain quality, leading to frustrating **dropped calls and static** that damage your professional image. Modern VoIP/UCaaS solutions deliver **clear, reliable audio**, even under peak loads.)

☐ **Limited Integration with Modern Tools:** Your phone system doesn't mesh well with today's business apps (CRM platforms, Microsoft Teams, etc.). (Integrating Cisco UC with CRMs or **Microsoft Teams is challenging and manual**, often requiring extra hardware like SBCs and complex setup. In contrast, most UCaaS providers offer pre-built integrations and APIs for seamless connectivity with your key software.)

☐ **Lack of Remote/Mobile User Support:** It's difficult for remote and mobile employees to use the Cisco system with the same ease as in-office staff. (Legacy on-premises systems often **tie users to the office desk**, needing VPNs or special configurations for remote access. Cloud-based UCaaS enables "work from anywhere" with full features on any device – no convoluted VPN setup required.)

☐ **Rising Costs, Declining Value: Maintenance, support, infrastructure, and licensing costs keep climbing while the system's value stagnates.** (Supporting a legacy Cisco environment means more than just licensing—you're also paying for virtual servers, storage, backups, and skilled staff to keep everything running. Year over year, those operational costs rise, especially if you're managing outdated infrastructure. In contrast, UCaaS platforms include updates, support, and hosting in a single predictable subscription, reducing both financial and administrative overhead.)

Next Step: If you've checked off several boxes, consider evaluating UCaaS (Unified Communications as a Service) providers. A modern cloud solution can eliminate these pain points by delivering seamless upgrades, high-quality calls, rich integrations, better mobility, and more predictable costs for your business. Embracing a UCaaS platform ensures your communications infrastructure supports your needs instead of hindering them. **If you'd like an expert, unbiased perspective on which solutions might fit your organization best, we're here to help.**

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