

# YOUR BUSINESS, YOUR CALL: FIND THE RIGHT PHONE SYSTEM FOR YOU

A quick, no-fluff checklist to help you pick  
the best phone system for your team.

## 1 HOW DOES YOUR BUSINESS WORK?



### What does your team setup look like?

-  We're remote-friendly and need seamless access from anywhere.
-  We're all in one location and don't plan to change that.



### How fast is your business growing?

-  We're scaling fast and need a system that grows with us.
-  We're pretty steady and don't anticipate big changes soon.



### How often do you have call spikes?

-  Regularly—our team needs a system that can handle traffic surges.
-  Not often—our call volume is pretty consistent year-round.



### Do you need to connect your phone system with other business tools (CRM, customer service, etc.)?

-  Yes, integration is key for us—we need a system that plays well with others.
-  No, we just need a reliable phone system that gets the job done.



## 2 BUDGET & COST CONSIDERATIONS



### How do you prefer to handle costs?

-  I'd rather pay a predictable monthly fee than deal with a big upfront cost.
-  I'm okay with a larger investment upfront to avoid ongoing fees.



### Do you have an in-house IT team to manage phone system maintenance?

-  We're remote-friendly and need seamless access from anywhere.
-  We're all in one location and don't plan to change that.



### How important is it to keep costs flexible?

-  Very—we want the ability to scale up or down as needed.
-  Not really—we're fine with a set investment and keeping it that way.



## 3 SECURITY & RELIABILITY NEEDS



### How much control do you need over your phone system security?

-  We handle sensitive data and need full control over security settings.
-  I trust a provider to handle security updates and compliance.



### What's your risk tolerance for potential downtime?

-  We want built-in failover protection from a provider so we don't have to worry.
-  We need to manage reliability in-house to ensure zero disruptions.



## 4 FUTURE-PROOFING YOUR BUSINESS



### How important is staying on the cutting edge of technology?

-  Very—we want a system that keeps up with new features and innovations.
-  Not a priority—we just need something solid that won't require constant updates



### What's your approach to system upgrades?

-  I don't want to think about them—I need automatic updates built in.
-  We prefer handling upgrades on our own schedule and terms.



## 5 RESULTS & RECOMMENDATIONS

If most of your answers have the  , **a cloud-based phone system is likely your best fit.** Cloud solutions offer flexibility, lower upfront costs, and easy scalability—perfect for growing businesses and remote teams. Lamb Telecom can help you design a **vendor-neutral, growth-ready cloud** solution that meets your needs.

If most of your answers have the  , **an on-premises system may be the way to go.** On-prem solutions provide greater control, reliability, and compliance benefits—ideal for businesses that prioritize security and long-term stability. Lamb Telecom can assist in **configuring an optimized on-prem phone system** that aligns with your IT strategy.



**If your answers are evenly mixed, a hybrid approach might be your best bet.** A hybrid system combines cloud flexibility with on-prem control, offering the best of both worlds. Lamb Telecom can **evaluate your needs and create a customized hybrid strategy.**

## NEXT STEPS

No matter where you land, choosing the right phone system is a big decision. **Schedule a consultation with Lamb Telecom** to discuss your options and ensure you get a system that supports your long-term business goals.

[SCHEDULE YOUR CONSULTATION](#)