# CENTRAL BUSINESS SYSTEMS NEWSLETTER

*Winter 2026*

**Central**
Business Systems

## Top News

Stay ahead with our newsletter— your direct source for the latest IT trends, cybersecurity insights, and innovations shaping the future of business. Delivered straight to your inbox.

## VOIP & Unified Communications: What Businesses Should Know Before Switching

As businesses across Long Island continue to modernize their operations, communication has become more than just phone calls. Today's teams need to connect with customers, partners, and each other across offices, home workspaces, and mobile devices — without friction.

**That's where VoIP (Voice over Internet Protocol) and Unified Communications (UC) come in.**

Together, these cloud-based technologies replace traditional phone systems with a flexible, internet-powered communication platform that supports calling, video, messaging, and collaboration in one place.

Best Places toWork 2023
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# #VoIP #UnifiedCommunications

# VOIP & Unified Communications: What Businesses Should Know Before Switching *cont'd*

Before making the switch, here's what every business should know.

## 1. Flexibility: Work From Anywhere, Without Compromise
One of the biggest advantages of VoIP and UC is mobility. Your phone system is no longer tied to a physical office or desk.

With VoIP, your team can:
- Make and receive business calls from laptops, desktops, mobile phones, or desk phones
- Keep the same phone number whether they are in the office or remote
- Transfer calls seamlessly between devices
- Add or remove users instantly as your team grows

This flexibility supports hybrid work, field teams, and multi-location offices — without expensive infrastructure changes.

## 2. Reliability: Stronger Than Traditional Phone Lines
Many businesses worry about reliability when moving to the cloud. In reality, modern VoIP systems are often more dependable than legacy phone lines.

Enterprise-grade VoIP platforms offer:
- Built-in redundancy and failover
- Automatic call rerouting during outages
- Cloud-based disaster recovery
- Real-time monitoring and performance tracking

With the right network and a local technology partner managing your setup, VoIP can deliver higher uptime and faster issue resolution than traditional systems.

## 3. Customer Experience: Every Call Counts
Your phone system is often the first impression a customer has of your business. VoIP and UC allow you to create a more professional and consistent experience.

Features that improve customer interactions include:
- Auto-attendants and custom call routing
- Call queues and intelligent forwarding
- Voicemail-to-email and call recordings
- CRM integrations for caller insights
- Video meetings and screen sharing for faster support

The result is shorter wait times, fewer missed calls, and more meaningful customer conversations.

#BusinessCommunication
#CloudPhoneSystems

### 4. Scalability: Technology That Grows With You

Traditional phone systems are difficult and expensive to scale. VoIP systems are designed to evolve as your business changes.

You can:
- Add users without new hardware
- Support new locations instantly
- Integrate new applications and tools
- Adjust features as needs change

Whether you're hiring, expanding, or streamlining, VoIP adapts without disruption.

### 5. Security: Protecting Conversations and Data

Modern VoIP platforms include enterprise-level security, including:
- Encrypted calls and messaging
- Secure user authentication
- Compliance support
- Network monitoring and alerts

When paired with professional IT oversight, VoIP can meet or exceed the security standards of traditional systems.

### The Bottom Line

VoIP and Unified Communications are no longer "nice-to-have" technologies. They are foundational tools for modern business operations.

The real value is not just cost savings — it is:
- Greater flexibility for your team
- Stronger reliability for your operations
- Better experiences for your customers

Before switching, the most important decision is not the platform — it is the partner guiding your implementation. A local provider who understands your business, your network, and your long-term goals can ensure your communication systems are not just upgraded, but truly optimized.

In 2026 and beyond, the way your business communicates is inseparable from how it competes, serves customers, and grows. VoIP and Unified Communications make sure you are ready for what's next.

#FutureOfWork
#WorkplaceTechnology

# 5 Technology Resolutions Every Business Should Make This Year

It is easy for technology decisions to happen reactively — adding tools when problems arise, upgrading systems only when they fail, and relying on workarounds that slowly become permanent. Over time, this creates inefficiencies, security risks, and missed opportunities.

The most successful businesses take a more intentional approach. They treat technology as a strategic asset, not just a support function.

Here are five practical, high-impact technology resolutions every organization should consider making.

## 1. Strengthen Your Cybersecurity Foundation

Cyber threats continue to grow in frequency and sophistication, and no organization is too small to be targeted.

Resolve to:
- Implement multi-factor authentication across all systems
- Keep software and devices consistently updated
- Train employees on security best practices
- Monitor systems for unusual activity

Cybersecurity is not just an IT issue. It is a core business risk management priority.

## 2. Modernize How Your Team Communicates

Outdated phone systems, scattered messaging apps, and disconnected tools slow teams down and frustrate customers.

Modern communication platforms allow businesses to:
- Call, message, and meet from one system
- Support remote and hybrid work seamlessly
- Improve responsiveness and collaboration
- Deliver more consistent customer experiences

Clear communication directly impacts productivity, service quality, and employee satisfaction.

# 5 Technology Resolutions Every Business Should Make This Year cont'd

## 3. Automate Repetitive Workflows

If your team spends time on manual tasks that repeat daily, weekly, or monthly, automation should be a priority.

High-impact workflows to automate include:
- Employee onboarding and offboarding
- IT service requests
- Invoice processing and approvals
- Document routing and data entry
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Automation is not about replacing people. It is about removing friction and allowing teams to focus on strategic work.

## 4. Reevaluate Your Technology Partners

Many organizations outgrow their technology providers without realizing it. Periodically reviewing your partnerships ensures they still align with your goals.

Consider:
- Are response times reliable and consistent?
- Are they proactive or purely reactive?
- Do they understand your business model and industry?
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The right partner acts as a strategic advisor, not just a vendor.

## 5. Plan for Scalability, Not Just Current Needs

Technology decisions should support where your organization is going, not only where it is today.
This means:
- Choosing cloud-based systems that grow with you
- Avoiding short-term fixes that create long-term complexity
- Investing in flexible infrastructure
- Aligning IT planning with business objectives

Scalable technology reduces risk, controls costs, and supports sustainable growth.

### The Takeaway
Technology resolutions are not about chasing trends. They are about building stability, security, and efficiency that support real business outcomes.

#BusinessGrowth
#InnovationInAction

ENX Magazine ELITE DEALER 2025 — ENX The Week In IMAGING

**Central** Business Systems Since 1948

At Central Business Systems, we believe the modern dealer must be more than a hardware provider — we must be a strategic technology partner. Our clients are navigating cybersecurity threats, hybrid work environments, and increasing operational demands. They need guidance, not just equipment.

That is why we have expanded beyond managed print to deliver Managed IT, VoIP, advanced business solutions, and comprehensive security support. We approach every engagement consultatively, aligning technology with business goals and building long-term, recurring partnerships.

As a locally rooted, relationship-driven organization, we are proud to lead with accountability, responsiveness, and expertise. In today's complex technology landscape, Central is committed to simplifying, securing, and strengthening the businesses we serve.

**THE CHANNEL CO. CRN — MSP 500 2026**

We're proud to announce that Central Business Systems has been named to the 2026 Pioneer 250 list by CRN, a brand of The Channel Company, as part of its prestigious Managed Service Provider (MSP) 500 rankings.

The Pioneer 250 honors top MSPs across North America dedicated to delivering innovative, high-impact managed services to small and midsize businesses. The annual MSP 500 list recognizes companies that enhance efficiency, simplify IT operations, strengthen cybersecurity, and maximize return on technology investments.

For more than 75 years, Central has remained committed to empowering Long Island organizations with secure, scalable, and forward-thinking technology solutions — without overcomplicating or overspending. This recognition reinforces what we've built locally: trusted partnerships, proactive support, and technology strategies that drive real business growth.

Thank you to our clients, partners, and team for making this achievement possible!

Central Business Systems was proud to support Paws of War at their Paint & Sip event hosted at The Brush Barn in Smithtown.

It was an inspiring evening that brought the community together for a meaningful cause — supporting veterans and rescuing animals in need. Events like this highlight the power of local partnerships and the impact we can make when we come together.

We're honored to stand alongside organizations like Paws of War and support the important work they do every day across Long Island.



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