

COST SAVINGS 2026

Save Money With One Provider: Consolidate Comms (2026)

Separate bills for phone, mobile, video, chat, SMS, call recording and AI quietly drain your budget. Here is how Australian businesses cut costs in 2026 by moving the whole stack onto one all-in-one provider, one predictable per-user.

Most Australian businesses run their communications across a handful of separate vendors, a phone line, mobile plans, a video tool, a team chat app, an SMS gateway, call recording, and increasingly a standalone AI or receptionist service. Each carries its own bill, contract, renewal date, and login, and the real cost is far more than the sum of the subscriptions: you pay for **overlapping features** twice, you pay **integration and middleware fees** to make the tools talk to each other, you lose **admin hours** reconciling invoices and chasing renewals, and when something breaks the vendors **point fingers** at each other while you sit on hold. Consolidating onto one all-in-one platform collapses that into a single per-user, per-month bill with no duplicate subscriptions, no integration fees, and one support line.

The short version

Cost item (10 users)	Separate Tools (illustrative)	One Platform (illustrative)
Business phone / VoIP	~\$25/user × 10 = ~\$250/mo	Included
Video conferencing	~\$20/host × 4 = ~\$80/mo	Included
Team chat	~\$12/user × 10 = ~\$120/mo	Included
SMS gateway	~\$50/mo bundle	Included
Call recording	~\$8/user × 10 = ~\$80/mo	Included
Integration / middleware	~\$40/mo	Native, no extra fee
Admin time (reconciling 6+ bills)	~3–5 hrs/mo of staff time	~1 bill, minimal
Support model	6+ queues, finger-pointing	One local support line + account manager

■ Key points

- 1. Duplicate and unused subscriptions
- Step 1: Run your audit and get a review

The Core Idea

Fragmentation is a tax you pay for convenience decisions made years apart. Consolidation is how you get the convenience back and stop paying the tax. The goal is not fewer features, it is the same or more features, on one bill, from one provider, with one number to call when something needs fixing.

■ Questions the full guide answers

- ☐ How do I save money on business communications by consolidating providers?
- ☐ What separate tools are Australian businesses usually paying for?
- ☐ Are the cost savings from consolidation real, or just the sticker price?
- ☐ Why does paying for AI as an add-on cost so much more?
- ☐ How do I audit my current communications spend?
- ☐ Will consolidating to one provider mean losing features?
- ☐ Is switching providers disruptive or risky?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.