

## VoIP Advantages

There are many reasons to move to a VoIP based phone system as compared to the standard PBX with analog lines. Some of these advantages include price, features, and convenience. Recent studies have shown that 50% of the Fortune 1000 have already moved or are in the process of moving to VoIP. Almost another 40% will start migrating in the next 2-3 years.

While it would take an entire website to show all the advantages of moving to VoIP we will try to answer a few of them here.

### Cost -

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Hardware: Initial hardware costs for quality VoIP phones and PBX's are generally lower, and in some cases substantially lower than traditional systems. It is even possible to use what is called a "soft phone", which an application ran on your PC to be used in place of a hard phone.

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Phone Lines: With most VoIP based PBX systems you have the choice of using traditional POTS lines to handle incoming/outgoing calls, or use what is called an ITSP (Internet Telephony Service Provider) to provide the termination for the phone number. Most ITSP's allow you to make/recieve multiple calls on the same phone number, much like a roll over line from a traditional phone company. These rates are normally under \$45.00 a month. We have seen customers save close to 75% on their monthly phone bills.

- Upgrades: The majority of VoIP systems we support regularly provide free upgrades or enhancements. With traditional systems upgrades are only available through the purchase of additional hardware which often costs more than a complete VoIP system..

### Features -

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Voicemail to Email: The majority of VoIP systems will allow

you to forward a copy of your voicemail to your email.

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Remote access to Voicemail: Check your voicemail by calling into the PBX or logging into a web page.

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Maintenance: Move phones as easily as you do your PC or notebook computer. VoIP phones are not tied to a certain circuit as is a traditional phone. Phones can be unplugged and moved to any office, hotel room, or even home, as long as internet access is available.

- Integration: Many systems integrate with Microsoft Outlook and other software.

- Conference Room.

- IVR - Route calls to the correct person with easy to setup and configure menu systems.

- Phones can be located in a remote location.

- Easy configuration.

- Call detail reports.

- Automated dialing.

- Follow Me - have your office calls ring on your cell phone immediately or after several rings.

- Fax to email.

- Print to fax.

#### Examples -

Several months ago a client of ours moved to a new office. The phones and PBX were unplugged and carried to the new office and plugged back in to normal network connections (CAT5). Since they were using an ITSP as previously described the PBX and phones were immediately available. Their call center was unavailable for less than 15 minutes. We did not have to contact anyone such as AT&T, Verizon, or one of the Bells in advance to start moving the phone lines to another location and wait on them to make any changes at the CO. This resulted in a huge savings in time and money.

For more information on how VoIP can save your business money call us at (817) 380-1952.