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The right Communication for your business

An interactive buyer's guide with 6 questions you should ask yourself or your provider before stepping into a Voice over IP project

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How important is it to evolve to Voice over IP ?

Sooner or later VoIP will be the only available technology.

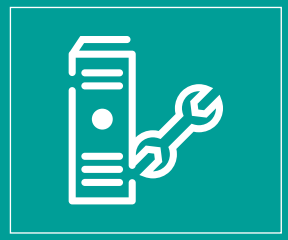
VoIP eases the deployment of a centralised IPPBX for multiple sites, enabling home working and offering affordable resilient mirroring architectures. It will also cope with more standard network connections (IP or Ethernet) avoiding expensive synchronous TDM transport solutions.

Two key areas where a VoIP network gives significant advantages are capacity management and redundancy. This may require some network engineering and migration management and definitely a strong ability to monitor the quality of the network – with the benefits far outweighing any migration work.

Number of sites & countries

Mobile working

Integration with apps



Optimised maintenance

SIP implementation

SIP safety

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Take into consideration the number of sites & countries

Voice over IP readily allows you to cover multiple sites and many countries with a single IP PBX, and facilitate the rapid deployment of services in multiple locations.

With such a centralised architecture it is vital to have a SIP trunking service which can deliver local DDIs and features for all sites to the single PBX. Of course, this requirement applies for both multi-country and national deployments. Such centralisation delivers a strong business case through reduced equipment, simpler administration and simpler supplier management. Crucially this improves flexibility to cater for changes in demand anywhere in your organisation.

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Facilitate remote & distant working

In addition to an IPBX being able to cover multiple locations, it can also reach out wherever we need to - through a SIP client - whether at home; at a hotel or conference; or at a customer location.

- Incoming and outgoing calls can be made through a single soft device.
- Your people can be reached, whatever their location, from a single number
- Low quality and expensive usage of mobile devices are mitigated.

Voice over IP can provide wide-reaching service, high quality, flexibility as well as potential savings.

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Integration with Apps

VoIP (SIP trunking) supports transport of all media types which makes it ideal to implement UC solutions.

As a consequence, IPPBX are becoming more and more integrated with more applications : XMPP servers, for Instant Messaging or Collaboration; Active Directory for access and control of contacts; ERP (Enterprise Resource Planning); CRM (Customer Relationship Management) and Conferencing solutions.

So, an IPPBX can be easier to deploy and faster to integrate, with newer versions supporting an API which provide more open connections facilitating future integration also.

This is all about future proofing, ease of implementation and user productivity.

How important is it to evolve to Voice over IP ?

Optimise your costs

With Voice over IP , the number of IPPBXs you need will be reduced, potentially down to one or two.
This means a single software version to maintain, with one list of functionalities and compatible devices available across sites.
Centralised SIP trunking reduces costs through obviating the need for local voice connections and benefitting from volume discounts from consolidating all the call traffic for all the offices.

Since Voice services use the IP network this also gives convergence benefits: single network for voice and data, and less cabling to manage; single resiliency strategy.

Last but not least : consolidation of equipment and suppliers reduces the operational expenditure for administration of voice systems and supplier management.

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SIP Implementation

VoIP (SIP trunking) deployment affects both voice and data network architectures.

Migrating your TDM connection from your existing PBX to a SIP-based deployment, needs careful planning, capacity preparation, network design definition, proof-of-concept testing and final deployment avoiding interruption of service.

To ensure a smooth transition to VoIP, you need professional support with proven migration methods, in-house engineering support and experienced service management.

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SIP Safety

VoIP delivered over a QoS technology such as MPLS is as secure as TDM voice. But increasingly, as the internet grows and it is used more and more for VoIP other forms of security such as encryption have to be implemented. Encryption encodes all aspects of a VoIP call in a similar way to a web browser for sensitive information like credit card transactions.

VoIP benefits also go beyond link security. Compared to TDM, VoIP has a better ability to keep telephone systems operating in the event of a service impairment or a catastrophic event. Conditions such as power failures, access facility failures, network failures and devastating weather patterns can be survived with the extensive set of Disaster Recovery, redundancy and resiliency options available on VoIP.

Thank You

Let’s talk