What is VoIP?

Voice over Internet Protocol (VoIP)-

Cost- Expensive to purchase upfront, inexpensive to expand and call rates are lower or free because of using the internet. (Cloud Hosted VoIP is inexpensive upfront)

Maintenance- Off-site maintenance that is immediate.

Features- Includes all basic and advanced phone features plus Virtual Auto-Attendants, Voicemail, Call Forwarding, Conference Call, CRM Integration, Google Drive/Outlook Calendar Integration. Offers the highest level of customization.

Security- High level of security, however it is on the network and quality can be affected by a DDOS attack.

Wiring- Plugged into Ethernet or Power over Ethernet (PoE).

Power/Internet Outage- Calls are instantly routed to recipient's cell phone and continue working.

Scalability (additional lines)- Simple software updates. New employees are given an account with a username and password and can log in to any phone on the site.

Mobility- Employees that move offices/locations are given an account number and password and can log in to any phone on the site.

Bandwidth- Requires approximately 50 kb/s or less per active phone call for good quality.

Multiple Location Unified Communication- Connect an infinite number of branch offices to your system and enjoy free internal calls as well as inexpensive calls since they will be routed through the IP-PBX closest to the receiver.

Remote Access- Employees that are out of the office, on vacation, or at home can still be reached because of the synchronization with mobile phones and computers.

Redundancy- Hybrid phones run on both the internet and standard analog lines. Prioritizing the most cost effective option.

Recommended Use- Small Business/Large Company