



VoIP TELEPHONY

Hosted VoIP is now considered to be one of the most cost effective and flexible telephone communication solutions and it's easier (and probably cheaper) than you think to setup your businesses.

VoIP or Voice over Internet Protocol – what is it?

At the most basic level, VoIP means running a phone call over the internet rather than over a telephone line. In a typical business phone system setup, there would be a box on the wall (the PBX) with a number of ISDN lines going into it. All business phones connect into the PBX to handle their voicemail, call routing and so on.

Alternatively in a hosted VoIP system, this PBX is hosted on the internet and the business phones connect to it via an internet connection in order to get all the services and make calls. To enable VoIP, all you need is an internet connection to connect to a VoIP phone (or a standard phone with a VoIP adapter), that's it!

VoIP - What are the real benefits?



For one thing, you can have as many extensions as you like with all the features you would expect such as call groups, voicemail, divert to mobile and more. Most importantly, a hosted VoIP system works at a fraction of the price of a traditional solution.

One of the best features is the flexibility of VoIP. In the event of an internet loss, each employee takes their phone home, plugs it into their home internet and the phones work exactly as before, with incoming callers completely unaware of the difference!

Making the swap to VoIP.

Companies with traditional and ISDN telephone systems can make the switch to VoIP and reap the benefits straight away. This includes reduced charges by telecom providers and free internal calls.

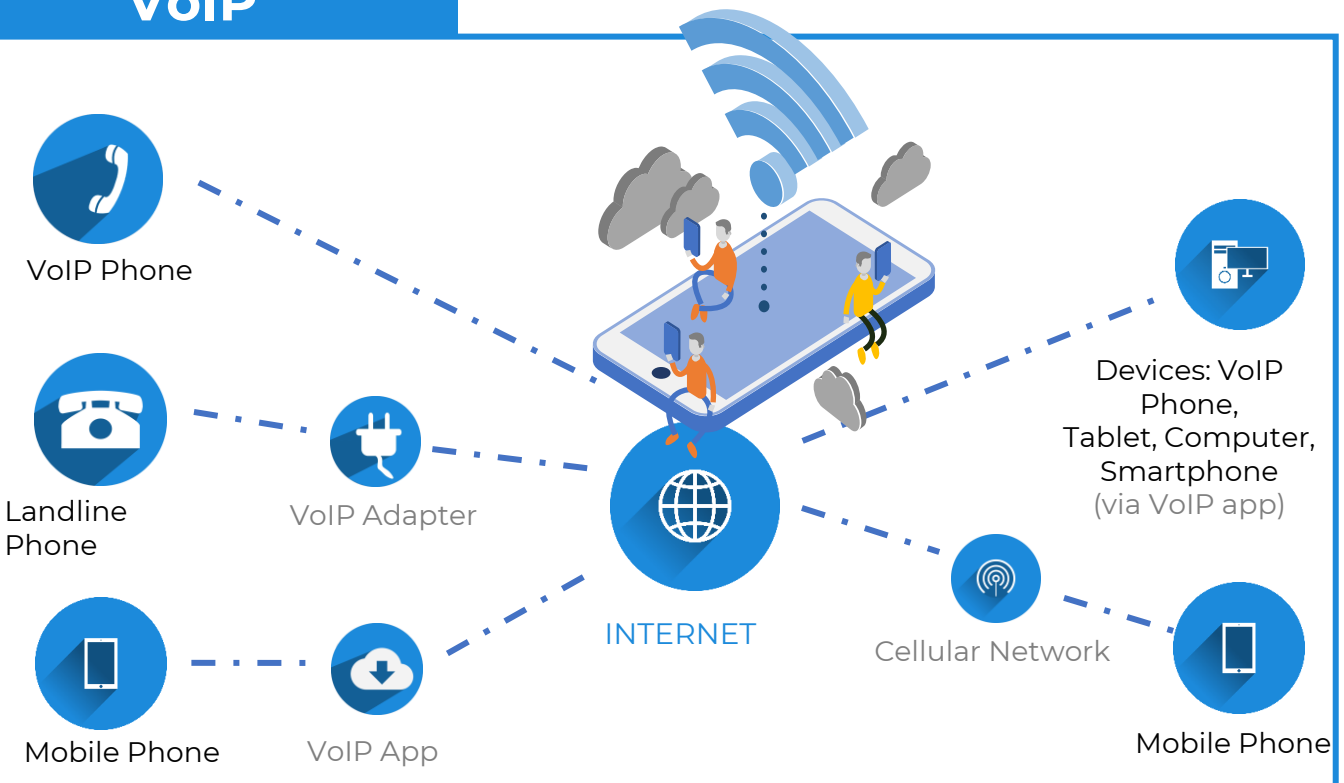
The system will use your existing internet and WAN (Wide Area Network) connections, there is no need to change phone numbers as they can be transferred to the VoIP providers.

This will mean any existing ISDN will no longer need to be relied upon prior to the switch off. **PLUS:** Phone numbers will no longer be linked to geographical locations; they can therefore be transferred with office moves!

Landlines



VoIP



VoIP Features:

- Answer your calls on almost any phone from anywhere, at anytime.
- Have as many extensions as you like.
- Set up call groups, voicemail and diverts to mobile
- Free inter-office calls, no matter where in the world they are located.
- Benefit from lower cost calls to landlines and mobiles.
- Automated call attendant (see below).
- Visual voice mail – transcribed into text and emailed to you.
- App available for mobiles – this enables users to make and receive UK calls from anywhere in the world. These calls are still charged as local calls, even when abroad (data charges may apply).
- As calls are run over the internet, there is far more choice of phone system suppliers.
- A hosted VoIP solution is a fraction of the price of a traditional solution.

How can NPIT Support you?

Migrating to VoIP is easy with the right provider, allowing you to be able to port and retain your existing phone numbers.

The migration can take as little as 3 weeks!

Plus: We would ensure you that you still have an operating phone system throughout.



NPIT will:

- Roll it out at once or in phases depending on your business size and requirements.
- Run a complete health check of your existing systems and devices. Assess compatibility for remote working and whether the security and software is up-to-date.
- Where devices are incompatible with digital data transmission, provide alternatives.
- Review requirements for remote workers, the number of phone numbers / extensions.
- Provide an audit or migration plan based on the number of sites, extensions, and bandwidth.
- Provide full installation
- Complete testing and monitoring throughout
- Ensure security is in place and you have a Disaster Recovery plan available in case of internet loss.
- Provide full staff training.

From maintaining your IT Infrastructure to helping you transition to the Cloud, we are experts in a range of IT Support services.

Simple. Secure. Sorted.

Contact us today for an initial assessment.

