

How does a VoIP implementation work?



Every voice-over-Internet Protocol (VoIP) deployment is unique, but most that Integrated IT execute include these key steps:

1. Understand organizational goals to understand implications to system design, such as:

- ✓ Ease of billing
- ✓ Balance security with ease-of-use

2. Determine workforce needs that impact what features should be included, such as:

- ✓ A thorough analysis of current inbound and outbound call flow along with any recommendation of redesign.
- ✓ Do employees frequently need to make international calls?
- ✓ Are there team members working remotely or in the field who need remote set up?

3. Review technologies used in the organization that might have an impact, such as:

- ✓ Are you running other Cloud applications that have specific bandwidth needs?
- ✓ Do you have an existing video conferencing app that needs integration?

4. Assess organizational network and infrastructure to ensure it can support VOIP, such as:

- ✓ Are you using Cat 6 Ethernet across your organization?
- ✓ What is current status of WiFi infrastructure?
- ✓ Do you need to install power over Ethernet (POE) to provide direct power to all required VoIP telephone stations?

5. Develop architecture & implementation plan, including:

- ✓ Itemize business continuity process (i.e., utilization of mobile devices and applications to maintain telephony communication)
- ✓ Create end user and system administrator training
- ✓ Establish “go-live” date with porting of existing carrier telephone numbers

6. Implement, including:

- ✓ Upgrade operations and networking, as needed
- ✓ Install and test

7. Monitor and optimize after go-live, including:

- ✓ Monitor service and performance, per benchmarks in management and monitoring plan
- ✓ Conduct on-going performance testing and tuning