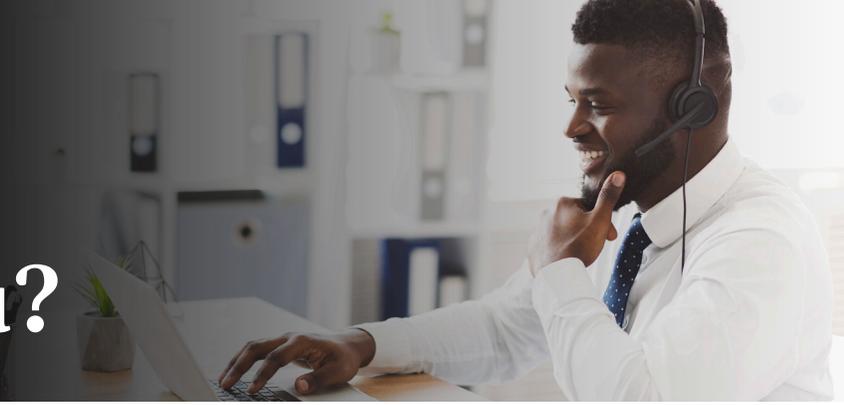


# Is VoIP right for you?



## UNDERSTANDING VoIP

Voice over Internet Protocol (VoIP) is the technology that allows users to make and receive calls over the Internet. Users have a real time experience similar to the traditional, hardline phone network. However, unlike traditional phone systems, VoIP can be used anywhere there is Internet access, meaning calls are available through desk top computers, laptops, tablets, and other devices.

But how do you know if VoIP is right for you? Consider these criteria:

## DO YOU NEED

- ✓ More flexibility in your phone system to support employees who work from the office or at home – or both, on different days – with no additional hardware?
- ✓ A phone system that can scale easily as your organization grows?
- ✓ A contact center solution to better manage communication to a client facing group such as sales or customer service in your organization?
- ✓ More portability so your workforce can take calls in the field, even overseas, and your organization can increase productivity?
- ✓ To reduce costs associated with traditional phone services?
- ✓ To avoid costs of telephone hardware repair or replacement?
- ✓ To avoid employee downtime waiting for telephone hardware replacement/repair?
- ✓ The assurance of business continuity, with incoming calls still being able to connect to voice messaging even in case of power outages?
- ✓ The reliability of having multiple, mirror data centers supporting your phone system, rather than a single point of failure?
- ✓ Easier – or just in-house – management of your phone system?
- ✓ Virtual phone numbers, so you can have area codes in the same location as key clients, for example?
- ✓ Advanced features used by large teams? Or specific features tailored to smaller groups?
- ✓ The ability to connect to other business applications, either today or in the future?
- ✓ The ability to support faxing?
- ✓ Clear voice quality?
- ✓ Fast, minimally disruptive implementation?