

Hosted VoiP Telephony

SECURITY

Hosted VoiP suppliers are professionals in their field and will have in place required levels of security.

INFRASTRUCTURE

All infrastructure for running your systems will be provided by your supplier.

COSTS

Typically there will be low implementation fees and low monthly hosting and support costs per user, but with no additional UK landline call charges to pay.

SUPPORT

All technical support is provided by your supplier and included in your monthly per user fees.

DOWNTIME GURANTEES

Your supplier will provide guarantees on system availability of typically 99.9%.

STRATEGIC SOLUTION

Strategically Hosted VoiP provision can be used as part of an overall approach to your IT management to simplify your IT strategy and reduce your costs.

What is Hosted VoiP?

VoiP is "Voice over Internet Protocol". This is the method of handling telephone calls using the Internet as the delivery mechanism rather than traditional telephone lines. This technology is becoming the new standard in telephony with BT upgrading the whole UK network to VOIP with their 21CN programme. Already established in the USA, it is considered that by 2010 VoiP will have replaced the current systems in most big UK businesses.

Hosted VoiP means that all of the technology required to utilise VoiP is "hosted" by the supplier. Making the service ideal for SME's who then don't need to purchase expensive telephone systems or maintain these in their office(s). The equipment is managed in a secure central site by the supplier and you have access over the Internet to manage your telephone No's and features.

Why consider Hosted VoiP?

With a large frequency and volume of telephone calls high tele-communications costs are the norm for Recruitment Agencies. With hosted VoiP systems these costs can be dramatically reduced.

Hosted VoiP can link workers in geographically separated locations onto one telephone system, as if they were in the same office. There are no call charges between different locations. This makes VoiP an ideal solution for Agencies.

The normal features you'd expect from an integrated telephony system such as hunt-groups, call forwarding, voicemail are available. In addition, more advanced features such as Mobile Twinning, Virtual Reception (24x7), call logging / reporting, and call-recording also come with your VoiP systems. So, you can reduce costs but not compromise on quality.

How do I set-up Hosted VoiP?

Set-up is managed for you by your supplier at their central exchange. A dedicated low-cost line is set-up to your office(s), and telephones are connected to the Internet through this line without the need for visits from on-site engineers. Typically, where staff are working from home they can use their existing broadband connection and just require a telephone handset.

Hosted VoiP Telephony benefits

- ✓ Free UK local and national landline calls
- ✓ Low set-up costs with no expensive infrastructure to purchase, install, and maintain.
- ✓ Adopting a Hosted VoiP means your Telecommunications infrastructure becomes easier (and cheaper) to manage.
- ✓ Customisable and flexible call routing facilities connect users in any location (including Home Workers / on-call staff) as if they were in the same office or Branch.
- ✓ Portable telephone numbers allow you to keep the same numbers if you move locations of a branch.
- ✓ If you then also use Hosted VoiP together with other Software as a Service systems, then your total IT strategy is entering the modern era and delivers further savings on IT costs and requires less management time/cost by you.

