

Hosted VoIP - Communications Advantages

Time for a Change?

Many businesses today have avoided moving to a hosted VoIP system as legacy products in place provided a good, yet basic level of functionality.

However, recent events have highlighted the demand for business continuity. The ability to stay in touch with employees, customers and vendors has largely been taken for granted for many years. There are myriad reasons to consider hosted VoIP.

Let us have a closer look at how hosted VoIP not only delivers during a health scare, but provides numerous advantages for any business when compared to basic premise systems.



UNLIMITED CAPACITY

Our Hosted VoIP systems offer the flexibility for as few as a handful of users to thousands. We grow as you grow.

VIRTUAL DEPLOYMENT

With our Hosted VoIP solution you are no longer reliant on buying and maintaining expensive servers.

ULTIMATE RELIABILITY

Your dedicated virtual PBX is safe and secure. Our architecture is "single instance", ensuring that your data is not intermingled with other customer's data.

Functionality:

- Our Hosted VoIP solution is packaged to include all necessary features including call conferencing, voice mail, Intercom, and local/long distance usage.
- Applications such as automatic call distribution & Call Recording may be layered on top of your system, whereas with traditional premise based systems, many times added capabilities mean acquiring hardware and software.
- Desktop IP telephones can share your workstation's data cable, making an installation simple. Your IP telephone can share its extension number with other devices as well (i.e. smart phone) so you can be accessible anytime and anywhere.
- Advanced options for E-Fax, conference bridge and call recording are excellent complementary pieces, and are added easily and quickly without a capital equipment expense.
- Your Desktop IP telephone can also plug in to any Internet connection and be operational to make and receive phone calls. During the COVID-19 outbreak, many customers have been able to work seamlessly from home as if they were in their offices.
- With our VoIP solution, there is no limit to the number of phone calls you can have simultaneously. Theoretically, every user can be on the phone at the same time. There is no charge for unlimited call paths. Traditional premise systems require physical circuits, and you pay per call path.



MIGRATE WITH EASE

Making the transition to Hosted VoIP is easy. Our local team works with you to identify all of your options, determine routing, messaging, and equipment requirements, and we deploy based on a planned schedule of events.

CARRIER NETWORK

Our account team analyzes your telephone and data billing, and makes recommendations on the best primary and back up services available.

FULLY MANAGED

Rely on ITS to provide a reliable and secure Hosted VoIP solution, as well as opportunities for data networking, infrastructure, and applications integration.

REACH OUT

Contact us for any questions you may have regarding our Hosted VoIP service, and its potential for your business.

www.itstelephone.com

(315) 472-6611

Hosted VoIP Architecture & Administration



Hosted VoIP resides in the “cloud”, so administration is a breeze. We deploy dedicated, virtual servers for each individual customer, making our systems secure, and built based on your specific needs. Making moves and changes is usually some simple programming. We eliminate expensive premise servers that require updates, refreshes, and ongoing maintenance and support. The virtual servers are software based, and any feature changes may be uploaded easily. There are no support costs to consider with hosted VoIP.

We use multiple datacenters throughout the US to deliver a geo-redundant network, utilizing multiple telecom carriers and Tier 1 internet service providers.

Our systems are monitored 24x7x365 with automatic notifications of service issues that meet predefined thresholds. This reduces time to repair any issues that might develop. Our browser based customer portal provides access to programming to make moves and changes such as users, feature access, and reporting. Redundant wireless Internet may be implemented inexpensively to ensure automatic failover during a primary Internet outage.



Dollars & Sense

- Moving to Hosted VoIP allows the removal of expensive telephone lines, resulting in reduced Telco carrier bills, while specific phone numbers are retained.
- Core System software upgrades to the system are included, eliminating expensive manufacturer support agreements, and unexpected costly upgrades.
- Remote Programming & Support is built in to our plan. Our technical staff will perform all of your software changes, and provide diagnostics and remote service at no extra charge.
- Staff and Administrative Training is complimentary, including follow-up instruction, new employee orientation, and the like.
- Hosted VoIP provides a simple, pay one price per month plan. It's easy to understand and since features and usage are included, it is fully predictable.

Hosted VoIP Brings Results

Seamless, Work from Anywhere, Feature-Rich, Fixed Monthly Cost, Support Included



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