Internet Protocol (IP) has changed the way that organizations connect. Businesses are turning to IP connectivity for flexibility and scalability in both voice and data. Voice over IP (VoIP) is forecasted to more than double in the number of users in North America between 2018 and 2023.¹

There are a variety of sound business reasons for upgrading to a VoIP network, from predictable billing and scalability to business continuity benefits and more efficient collaboration. The following five questions provide an actionable starting point to assess your company’s unique needs and see how a VoIP network can benefit you.

1. Do you have separate voice and data plans?

Instead of multiple bills and plans, each with its own limitations, a VoIP solution can consolidate voice and data into one efficient plan. That not only helps control operational costs, it means unified customer support and improved bandwidth use. During periods of high call volume, a VoIP network can allocate more bandwidth to phone calls. And when phone usage dips, more internet bandwidth is available to data.

A VoIP network uses advanced technology to help you get more out of your voice and data bandwidth. Traditional voice calls use 64k of bandwidth per call and require dedicated bandwidth at all times.

With VoIP compression technology, the required bandwidth can be reduced to nearly 38K per call. VoIP can dynamically switch up to 41 simultaneous calls over a single T1 circuit. You can improve efficiency in ways that you never could with separate voice and data plans.

2. Are your IT resources stretched thin?

A robust VoIP network is user-friendly. That can mean fewer help desk requests and less of a burden on overworked IT departments. Providers of quality VoIP networks offer training for users and administrators. They walk companies through the easy-to-use interface, helping lower demands for external IT support and internal IT resources. Businesses of all sizes are asking their IT teams to do more toward growing the business versus simply extending IT services support. A VoIP network can help ease the IT workload, leaving these specialists free to focus their efforts on core initiatives.

VoIP interfaces are designed to be simple and user-friendly so that local administrators can customize the most common service modifications. Consulting businesses, for example, may see faster turnover of clients, projects, staff, resources and office space; an easy-to-use VoIP interface lets a local administrator quickly set up or cancel accounts, voicemails, passwords and the like.

3. Do you have remote offices or mobile workers?

According to IDC, over 35% of small-to medium-sized businesses plan to add tablets and smartphones in the next 12 months.² Whether you have a vast network of sales agents in the field, multiple offices or call centers, or just one executive on a business trip, a VoIP network can seamlessly unite mobile workers and remote offices. Teleworkers and employees in multiple locations can access the network from anywhere they have an internet connection and utilize the calling plan and communications features as if they were in the home office.

Most companies have expensive long distance or international plans to accommodate remote offices and mobile workers. VoIP makes things simple and can help control the cost of remote workers’ out-of-network mobile plans. It can also help manage the operational expenses typically associated with adding more remote employees and multiple office locations.

4. Do you have a PBX using TDM or PRI connectivity?

If you have PBX or Key System, you can also use VoIP to help control costs through more efficient use of your IP connectivity. Whether you are looking at going from a PBX or Key System to a hosted VoIP solution or not, Verizon helps make the transition to VoIP easy. IP-based VoIP services are also supported by SD-WAN-based solutions to help support your disaster recovery capabilities, strengthen security and resiliency, and control costs.
5. Is your business prepared to grow and expand?

A VoIP network is built to expand, so it’s ready to grow with your business. Traditional phone systems can require complex and expensive physical upgrades, while VoIP networks are agile and easy to build out.

Experienced VoIP providers like Verizon have extensive existing networks and multiple product offerings to migrate your business as you grow, with pay-as-you-go pricing and little or no upfront capital investment. A Verizon VoIP solution is flexible and built to evolve with a company as its needs change.

Conclusion

Every business can benefit from upgrading to a VoIP network, but each business has unique needs. Verizon offers both cloud-based VoIP solutions and IP trunking for your premises-based systems. Ask yourself these five questions and use your answers to evaluate the VoIP solutions available to you.

Learn more:

For more information about Verizon’s solutions and how they can benefit your company, contact your Verizon representative, call 866.507.5004 or visit:

verizon.com/business/products/voice-and-voip

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