

# Voice Over IP (VoIP) – Low Cost and Great Features



Compared to conventional telephone systems, there are two major areas where VoIP has a huge advantage – cost and features.

Businesses are lured to the technology not only by the competitive call plans but by the additional benefit of call features which have previously cost thousands of pounds.

Traditionally, the ability to forward calls to multiple locations within a business required a PBX box which needed to be wired into the office's phone system, maintained and periodically replaced.

With VoIP the ability to set up multiple extensions, direct dial numbers and conference in several employees and clients can be provided for very little cost.

By changing to VoIP businesses of all sizes can change the way they portray themselves to the outside world.



You can set up extensions and pass calls around them and you never need miss a call as you can tell the system to reach you

anywhere, (wherever you are in the world!).

You can set up rules for when you want to receive calls and when you don't and a VoIP provider can send your voice mails as an e-mail attachment so that you can listen to them on your Blackberry, iPhone or any PDA.

So, while businesses are attracted to VoIP by the cost benefits they can also obtain the type of telephony services that was way beyond their reach with traditional providers. Conversely, companies that have always been used to having this level of telephony service are starting to question why they are spending vast amounts of money on new systems when they could enjoy the same level of quality and call features for considerably less.

For one customer this VOIP solution delivered by TXI provided a fully managed communications solution, covering seven geographical areas for Ainscough Vanguard.

As Andy Argile, IT Manager, explains, 'The solution was installed quickly and efficiently, the hardware requires no special knowledge to install and TXI was available and helpful during the simple setup.

'TXI has a helpdesk which assists me with managing the



systems call routing, voice mail and diverting of calls. The system was initially setup by TXI to the specification I wanted. Anything in the system can be changed easily using the Business Portal. If I don't have the time, or want TXI to do it, they make the changes with the minimum of fuss.

'TXI has approached any bespoke requests for the system

as a challenge and come up with a solution that works quickly. I am very pleased with how the whole project went and how helpful TXI has been.'

TXI has over 10 years experience in providing business telecommunications solutions.

**'At TXI we believe in long-term relationships... just ask our customers'**  
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