



Media Release

Selecting the Right VoIP Phone System

You're excited about VoIP. The benefits and the savings that come with implementing a VoIP phone system.

Your excitement is understandable. Who wouldn't want a system that promises so much?

But before you go about allocating a budget and selecting that prime system there are a few questions you should answer.

- **What type of phone system best fits your business?**

Advances in IP communications have made it possible to have a fully functional phone system hosted by your service provider (known as Hosted VoIP) in addition to a premise based phone system. In general if your phone system is going to be used by more than 100 users based on a single site a premise based solution could be your best choice. If your business phone system will have users based in multiple locations, you should look at hosted based solutions.

- **Why are you looking for a new phone system?**

Besides the fact that you need to send and receive phone calls, what are the most important things that you are looking to get out of your phone system? The truth is most VoIP phone systems are similar. This is why it is important for you to know things like, are you looking for auto-attendant, voicemail, voicemail-to-email or find-me-follow me capability? Make a list of all of the things that you need to get out of your new system in addition to the things that would be nice to have.

- **Will your phone system integrate with other business systems?**

One of those juicy benefits you hear about is the ability for a VoIP phone system to integrate with other business systems like your CRM or ERP platform. Some systems offer API's for integration with certain software, however other phone systems do not. You should know which business systems require integration with your new VoIP system so ask about integration when you are being presented a solution.

- **Will you be deploying, maintaining and supporting the phone system yourself?**

If you have a capable IT staff you may choose to deploy and maintain the system yourself. If you do not have an IT staff you might want to consider looking into a hosted VoIP solution or select a capable reseller that can provide these services for you.

- **What is the total cost of ownership?**

You love the fact that VoIP can save you money, but will it? You need to look at the total cost of owning a VoIP phone system. Buying purely on price will get you into trouble: more reliable, expandable systems do tend to cost more per user up front. The savings you will see in the long run though make it worthwhile. As your company grows you will want to add users to your system, so find out how easily the system can be upgraded as new features and technologies are released, so it has to be scalable.

If you follow this advice and walk through each of these steps you are going to find other questions you will need to answer.

But that's the point - you need to go through the proper steps to make sure that you are selecting the right VoIP phone system.

TXI are VoIP experts and can build you a system from the ground up that is crammed with features and loaded with benefits for less than you'd expect.

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