

The IP Communications Action Plan:

5 simple questions for assessing your company's VoIP needs

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Voice over Internet Protocol (VoIP) is quickly becoming the worldwide standard for voice communications. VoIP subscribers are expected to double by 2020, from 169 million to 348 million worldwide.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. During periods of high call volume, a VoIP network can route more bandwidth to phone calls. And when phone usage dips, more internet bandwidth is available to data.

A VoIP network uses advanced technology to get more out of your voice and data bandwidth. Traditional voice calls use 64K 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 means 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, with fewer demands for external IT support and internal IT resources. In a recent survey, 77% of IT professionals responded that their business thinks IT is too slow in resolving key issues.² A VoIP network can help ease the IT workload, leaving them 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, mobile workers will surpass 105 million by 2020, making up nearly three-quarters of the total U.S. workforce (72.3%).³ 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 and the operational expenses typically associated with expansion to more remote employees and multiple office locations.

4

Do you have a plan for business continuity?

Forty-five percent of IT professionals report that their business is impacted if IT is down for just 15 minutes or less, and 17% say business is disrupted the moment an IT outage begins.⁴ Disruptions can be costly. In the case of power outages or emergencies, VoIP networks can help protect business continuity far better than traditional voice solutions.

The virtual nature of the internet permits VoIP networks to maintain continuity despite disruptions or outages. Cloud back-ups and network redundancies allow VoIP networks to remain stable and provide for quicker recovery. A VoIP system offers multiple options to help keep your company up and running by routing calls to alternate locations, mobile phones or a third-party answering service.

5

Is your business prepared to grow and expand?

In a new survey of global organizations, 70% said they expect to increase their contingent workforce.⁵ 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. Ask yourself these five questions and use your answers to evaluate the VoIP solutions available to you. For more information about Verizon's solutions and how they can benefit your company, contact your Verizon representative.

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