

# Advantages of VoIP for Large Businesses



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## Executive Summary

There are many advantages of having a VoIP telephone system over a traditional regular landline phone system, especially in the instance of large & complex infrastructures. VoIP technology has rapidly become a standard method of telecommunications for progressive enterprises, looking to keep ahead of the pack. With this tremendous growth, VoIP providers and services are constantly achieving higher levels of acceptance, and have become much more reliable and cheaper than ever before. Beyond benefits of cost, many large businesses are also finding VoIP to be an integral part of a natural progression into a digital era – leveraging cloud technology and peak management features.

According to the latest United States census, there are over 16,000 firms employing over 500 employees, which give jobs to a total of over 60,000,000 people. But no business is *so big* that it can afford to be wasteful. The biggest advantage to business VoIP is that it is scalable, which means that the service can be capable of handling the needs of any business from the smallest to the largest.

There is also fierce competition between [business VoIP providers](#), which means that large companies can negotiate the best deal from top companies with proven reliability records. Competition always breeds better opportunity for the consumer, and it's in the savvy shopper's best interest to act on that simple economic fact.

Large business such as Burger King, Delta Airlines, Irving Materials, TMW Systems Transportation, Agilent Technologies, Allstate Insurance, and Farmers Insurance, have reported savings of up to 60% on their telecommunications expenses, with savings up to the six figures. There has never been a better time to upgrade to Voice over Internet Protocol. This White Paper provides a few of the many reasons upgrading to VoIP is a lasting, intelligent investment.



# Top Advantages of VoIP

## **Cheaper Outbound, Inbound, & Toll Free Minutes**

Voice over Internet Protocol has an abundance of features, though the most attractive is the cost of the dial tone. VoIP leverages the existing infrastructure of the Internet, conveying voice as data packets over the web. This voice data is considerably cheaper to send over Internet as compared to calls made via circuit-switched PSTN (with an average OpEx of \$20 per user).

Businesses looking to centralize and specialize, will also find VoIP to be the perfect fit. Certain buildings, such as warehouses, make mostly internal calls; other buildings, such as offices, make and receive many calls; a customer service center primarily receives calls. There are an abundance of calling plans-- internal calls, inbound, outbound, [Toll Free](#), metered or unlimited plans—overall, a wealth of options that serve to cater to subscribers, and save them big over the course of their use.

## **Business VoIP Services are Engineered for Productivity**

Business VoIP service providers understand that keeping in touch with your fellow employees is of utmost importance. In fact, it's the facet of industry that precedes recognition for exemplary customer service. Accordingly, Business VoIP systems keep workers tightly knit whether they're in or out of the office, via call bridges, virtual conferencing, and other emplacements, via the simple use of dedicated software

Traditional PBX systems are limited in that they simply connect different phones within the same building, within a localized network. An [IP-PBX](#) connects not just the building, but the entire company, connecting them with a simple click and/or keystroke.

Desktop software provides a clear window into the status of an employee, whether they are currently on a call, out to lunch, or otherwise. The same software lets you leave a message on their voicemail without disturbing their phone call, and allows for an e-mail

or IM, creating a level of accountability that keeps things moving. This adds up to more productivity, less down time, and more profit.

## **Enterprise Class Software at Half the Cost**

VoIP solutions are customized to the needs of each client. Whether you are a call center, a multi-faceted business with many different departments and specialists, or a business that does a high number of online meetings and webinars, hosted VoIP includes many features you need as standard, or as an affordable add-on.

Hosted VoIP includes many Fortune-500 company features at an everyday price. If you are fortunate enough to be on that exclusive list, there's still no reason not to take advantage of the low price and hefty feature set of VoIP, including:

- [ACD Call Queues](#)
- [Auto Attendant](#)
- [Call Parking](#)
- Conference Call
- Dial by Name Directory
- Group Ring
- Music on Hold
- [Voicemail Transcription](#)

## **Optimal Sound Quality**

Voice over Internet Protocol is a continually evolving and improving technology. There are a range of checks and balances put in place, including [QoS](#), a background system which optimizes the quality of calls in real-time (reducing jitter, packet loss, etc.)

Wideband audio, also known as [HD Voice](#), extends the frequency range and doubles the sample rate of telephone audio, making it easier to distinguish between syllables in the higher range. All these designs in place, create better sound quality makes for better business.

## **VoIP Connects Continents**

VoIP calls overseas are very cheap, usually about 3 cents per minute on average to most of the world. Additionally, calls within a network, including international calls, are often included with business VoIP plans, resulting in cost savings that trump the exorbitant expense of calling long distance for extended periods of time from a landline

Utilizing your smartphone or laptop to connect to a VoIP network over a Wi-Fi hotspot, saves not only time, but roaming charges.

## **New Tools to Aid in Time-Management**

With VoIP, there exists a wealth of tools to help manage time and most of all, save money. Call Center programs, for instance, keep track of how long callers are on hold for, how long conversations take, and even how often employees are idle. State-of-the-art software allows multiple callers to jump past a queue and connect directly to available agents. Management may silently listen in on calls as a third party, “whisper” by providing coaching/info, along with other business boosting features.

Phone management systems also facilitate the automation of pre-set rules for business hours, after hours, and Holidays. Setting a complex routing system takes a small amount of time and effort, with a lasting impact to make sure that even if you’re out of the office, you can catch up immediately.

## **Mobility**

With VoIP, employees are empowered to work anywhere. The practice of telecommuting in the U.S. has steadily increased year over year for all sectors of business. Complementing the trend, mobile VoIP has been a focus of many enterprising businesses, using software that keeps workers connected at all times, no matter their location.

Similarly, important business calls can be made from anywhere in the world. With VoIP, businesses prevent incurring expensive roaming charges, connecting via smartphones, tablets, and laptops over Wi-Fi hotspots.

## **Unified Communications brings it All Together.**

Unified Communications and Collaboration, sometimes called UC or [UCC](#), is quickly becoming a buzzword in the business world. It's easier than ever to integrate disparate and proprietary technologies and platforms into one interconnected network. Developments such as Polycom's [RealPresence CloudAXIS](#), are focusing on this realm in particular.

**VoIP is the future of telecommunications, with the market growing by leaps and bounds every year, because it helps businesses large and small cut costs, with a clear and concise outlook for a ROI.**

**Adopting VoIP is quickly becoming less of a preemptive choice, and more of a necessity in competing with the fast-paced, complex level in which business is conducted. Voice over IP currently powers the most discerning of offices, providing for strong infrastructures, boasting the best of sophistication & optimization.**