Summit by Crowthorne

Hosted IP telephony system

A beginner's guide to

Hosted Telephone Sytems

FROM COMMUNICATION & DATA SPECIALISTS

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Hosted telephony is a telephone system that resides in the cloud rather than on your premises. Voice over IP (internet protocol) has become the new standard in voice communications because it offers a richer set of features than traditional analog telephone systems. In simple terms you are making calls over the internet.

What is the difference between a Hosted VoIP system and an on-premise VoIP system?

With an on-premise system, you have the initial cost of installing the phone system and then an annual maintenance fee. From the day it is installed the software level and feature set will slowly go out of date and need to be constantly upgraded at a cost to the company to keep up with latest operating systems and devices. You are also tied to one site with most on-premise systems unless you invest heavily in networking and teleworker solutions. With a hosted system as long as the phone can connect to a data network and has a good internet connection you can use your phone from anywhere without the burden of costly upgrades and maintenance charges.

Why are more business opting to use VoIP solutions?

Adoption rates of hosted telephone systems are increasing as more and more companies look to reduce the costs and complexities of expensive PBX systems and the maintenance/upgrades costs that accompany them. With a hosted system the supplier is responsible for hardware and software, including system upgrades. Avoiding the management of a complex phone infrastructure is a primary reason why small and medium sized businesses choose a hosted VoIP solution.

A hosted system involves a simple deployment – the only hardware required is an IP phone for each user. There is no initial capital outlay so you can be sure that a hosted system will suit your budget. As hosted systems are charged at a Monthly set price you will experience no bill shock.

Cost savings - You can expect 50%- 70% savings on your phone bill. With lower rentals and far cheaper call costs, the benefits of a VoIP system is immediately seen. If a business operates over several sites, VoIP can make good financial sense as it avoids expensive internal calls. Businesses experience dramatic savings in long distance calls as there are no long distance charges as your VoIP provider connects to the country being called and essentially initiates the phone call from within that country so you end up paying the destinations local rate. Ultimately sending a call via the Internet is cheaper than sending a call via traditional analog telephone lines. Management and maintenance of a traditional phone system are also avoided this alone accounts for a large savings in operational costs.

Scalability & Flexibility

It's easier to add more users with a hosted solution than an installed one. Because VoIP services connect over the Internet, most providers allow you to increase the number of users with just a few clicks on your admin page. Adding new VoIP phones to a premise-based solution is likely to involve installing network and phone system equipment, which makes it more difficult to scale than hosted. Businesses can just expand as the need arises, with very few if any interruptions to your communications infrastructure. Open new offices, move offices and connect multiple locations with seamless integration. Hosted also gives you flexibility because you can take and manage calls not just from your desk phone, but from your computer as well as your mobile. You'll never miss an important call again if you do not wish to..

Quality of the call

VoIP call quality has suffered some negative press when it first hit the marketplace.
With customers experiencing jitter and latency via the protocol. Ten years later there is no noticeable difference between a regular call and a VoIP call. The issues surrounding poor quality of call are directly influenced by having either a poor internet connection, inadequate router or Local Area Network configuration errors. A good service provider will make sure you are set up correctly.

Summit by Crowthorne is the latest & most advanced hosted IP telephone system.

A complete telephony service for business. It provides a comprehensive range of facilities and features that allow businesses to link their fixed and mobile telephony easily and efficiently, helping them to improve their productivity and corporate image.
Summit is a hosted, cloud telephony service that is easy to use and simple to configure - a virtual PBX. Calls are made and received over a voice-over-internet broadband connection, and you configure and monitor your phones through a very straightforward web portal.

Summit comes as a fully featured system with administrative features that make it easy to manage your system and monitor your usage, performance and costs.

Summit features

Company Address Book
Call Groups
Hunt Groups
Music on Hold

Time-based Routing
Call barring
Presentation numbers
Performance reports
Built-in security and fail-safe business continuity features
Auto Attendant, Call Recording and Call Queuing
Never miss a call with Voice Mail and Call forward
Branding
Wallboards with real-time analytics
Phone Buddy is a free app for your Windows PCs and laptops that allow's you fast access to your Summit call features, including SMS alerts, instant chat, presence feature and clipboard dialing.

For a full feature list and more information, tap on this.

It's easy to see how many advantages are available but when deciding in which system to implement that is the right fit for your business talk to the specialists @ Crowthorne Voice and Data for no nonsense advice. We are independent communications specialist and offer a wide range of services covering the entire telecommunications spectrum.
Be it call savings by way of an alternative carrier, provision of lines or a new telephone system or simple consultancy services regarding any aspect of your communications needs.

We are strategic partners with most major manufacturers of telephone systems and applications, with experienced and qualified staff capable of designing, installing, maintaining and supporting a complete suite of telephony services. Whether that be on premise, hybrid or above property solutions.

Many thanks for your time, we hope that this article was helpful.

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