



Bettering Your Business With VoIP

YOUR COMPLETE GUIDE TO VOIP PHONES



DURHAM IT SERVICES

www.durham-it.ca

WHAT IS VOIP?

In simple terms, VoIP is a phone service that is delivered over the internet. It allows you to make calls from your computer, a VoIP phone, or other data-driven devices.

Many years ago, when VoIP was first introduced to the business world, it had some downfalls. Fast forward to today, and it has evolved into a phone system that actually has better sound quality and is more reliable than traditional phone lines.



For example, in the event that your internet access went out, a VoIP system would automatically reroute all calls to one or more cell phones or landlines. This sort of business intuitiveness is only the beginning of the types of benefits you'll see from changing to VoIP.

We've created this guide to take you through some of the most significant ways that a VoIP system can better your business. Let's get into it...



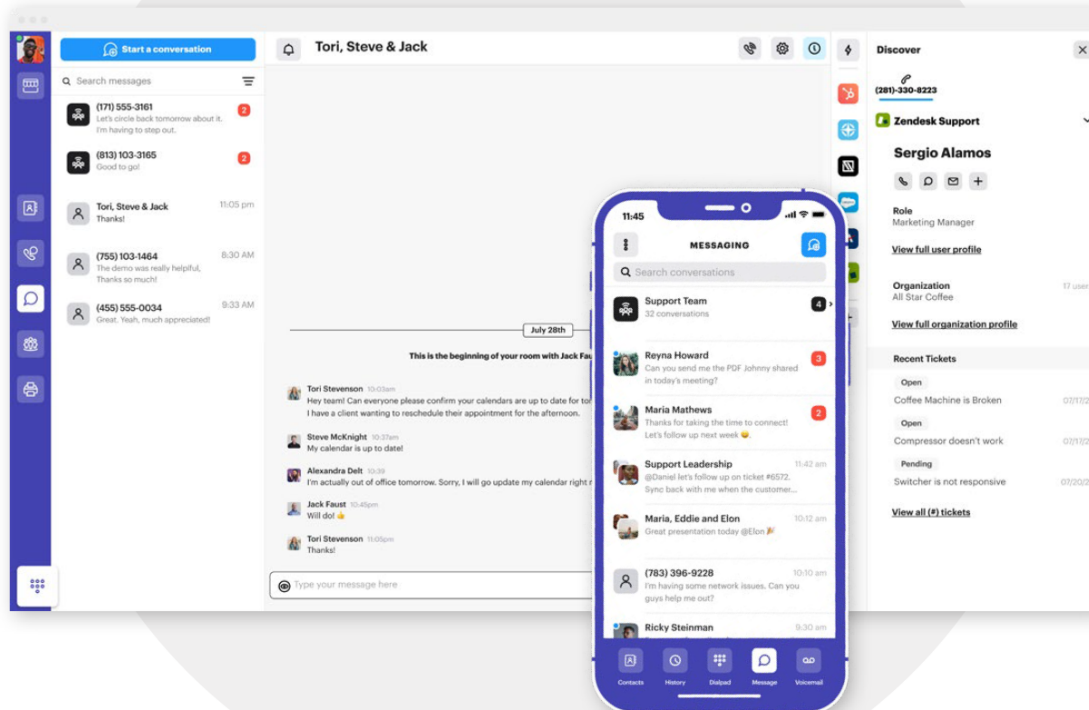
DURHAM IT SERVICES

www.durham-it.ca

THE BENEFITS OF VOIP

1. **Significant Cost Savings** - save on set up fees as well as ongoing costs.
2. **Greater Accessibility** - access your office phones from anywhere at any time.
3. **Advanced Features for Any Size Team** - make use of the many features available through VoIP. From virtual attendants to transcribed voicemails, there's something for every size business.
4. **Better Scalability** - add components quicker and cheaper than traditional phone lines.
5. **Increased Productivity** - with all of the benefits listed above, your team is sure to see an increase in their productivity.

Let's look at each of these in a little more detail...



THE BENEFITS OF VOIP

1

SIGNIFICANT COST SAVINGS

VoIP can be a huge cost saving to any business. Many VoIP users find their phone bill reduced by more than 50%.

To start, you will find the set-up fees for VoIP systems to be significantly more affordable than traditional phone lines.

You'll also see a significant decrease in ongoing phone costs. Calls anywhere within North America are included with VoIP, and you will typically pay significantly less for international calls.

2

GREATER ACCESSIBILITY

All VoIP phones need to make calls is internet access. That means that no matter where you are in the world, you can seamlessly make and receive calls from your business. Whether you're sitting at your desk or on the beach, your clients and prospects experience will be the same.

This also means that any employees you have working from home will be able to access the corporate phones with ease. Studies have shown working from home can increase employee productivity, as well as save your business significant costs in salaries, office space, utilities, etc.



DURHAM IT SERVICES

www.durham-it.ca

3

ADVANCED FEATURES FOR ANY SIZE TEAM

VoIP phones come with many opportunities for advanced feature use. Whether you are trying to project the image of having a larger company, or make a large business feel more approachable, VoIP will have something for you. Here are just a few of our favourite VoIP features:

- Transfer calls to anyone's cell or outside number, whether it be a tech in the field, or someone working from home.
- Have your voicemails automatically transcribed and sent to your email.
- Use a virtual attendant to forward calls to specific groups of people (i.e. sales, marketing, etc.) so that individuals in other departments are not disturbed.
- Use the phone app to mirror your extension so you can make or answer calls as if you were in the office.
- Phone numbers can be programmed to ring on multiple devices before proceeding to voicemail, reducing the likeliness of your clients or prospects not being able to get a hold of someone.
- Customer relationship management applications, such as those allowing customers to call directly from your website, can be easily integrated into your VoIP phones.
- Multi-party calling capabilities

4

BETTER SCALABILITY

As you expand your business, you want a phone system that can easily expand with you. With VoIP phones, new components can quickly and easily be added at much more economical rates than adding additional phone lines. You won't have to worry about your phone system holding you back from business growth.

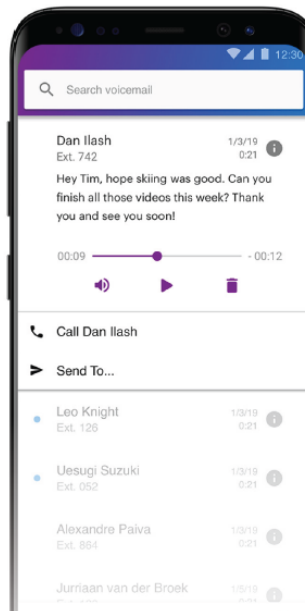
Choose A Call Strategy



Calls on the Go



Manage Voicemail



5

INCREASED PRODUCTIVITY

With all the benefits that we've already discussed, you are sure to see an increase in your team's productivity when you switch to VoIP.

Between the time saved by the advanced accessibility features, and the endless advanced features designed to make your team run smoother and suffer less downtime, you and your employees will never want to go back to traditional phone lines. The hours you'll saved can allow you the opportunity to tackle those tasks that you never seem to get around to, and push your business to the next level.





DURHAM IT SERVICES

www.durham-it.ca

**CONTACT US
TODAY!**

info@durham-it.ca

905-231-1303

**Book a discovery call with us at
www.durham-it.ca/book-a-call/.**

**If you decide to make the
change to VoIP, we will provide
you will the phones FREE OF
CHARGE!**