



## Small Business VoIP: The Basics

Keeping your employees connected to people and information anytime, anywhere is a big step toward Small business VoIP, or voice over Internet Protocol, is getting a lot of attention these days. In essence, small business VoIP combines voice and data together on a single, secure network foundation. The following is a guide to why you might want to consider a small business VoIP system.

### What is Small Business VoIP?

VoIP allows you to have your phone system running on an IP network, either your own or the Internet. A small business VoIP system gives your business a cost-effective, easy-to-use, full-featured communications solution.

The next step up from small business VoIP is a unified communications system that combines all your communications, from voice to data to video.

### Why Should You Consider Small Business VoIP?

When you switch to a small business VoIP system, you'll increase productivity by combining and simplifying your communication tools. Your voice and data networks will be more secure. And employees can more easily access your network, whether they're in the office or working from home.

### How Does Small Business VoIP Cut Costs?

A small business VoIP system can help your company save money in many ways:

- You'll cut travel costs by using web and video conferencing and other collaboration tools.
- It's easy to add, move, or change phone connections to accommodate a growing and increasingly mobile workforce.
- You'll dramatically cut long distance and other phone charges.
- You can take advantage of many features--including voicemail, caller ID, and call forwarding--without having to pay extra fees.

### How Does Small Business VoIP Improve Communications?

- Your employees will have more ways to stay connected wherever they are.
- Your customers can more easily reach your employees, without getting frustrated by lengthy phone system menus or by being sent to voicemail.
- Using 'presence' technology, you'll be able to quickly determine who on your staff is available and the best way to contact them.

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### Next Steps:

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