

Is VoIP a Cost Effective Solution for Your Organization?

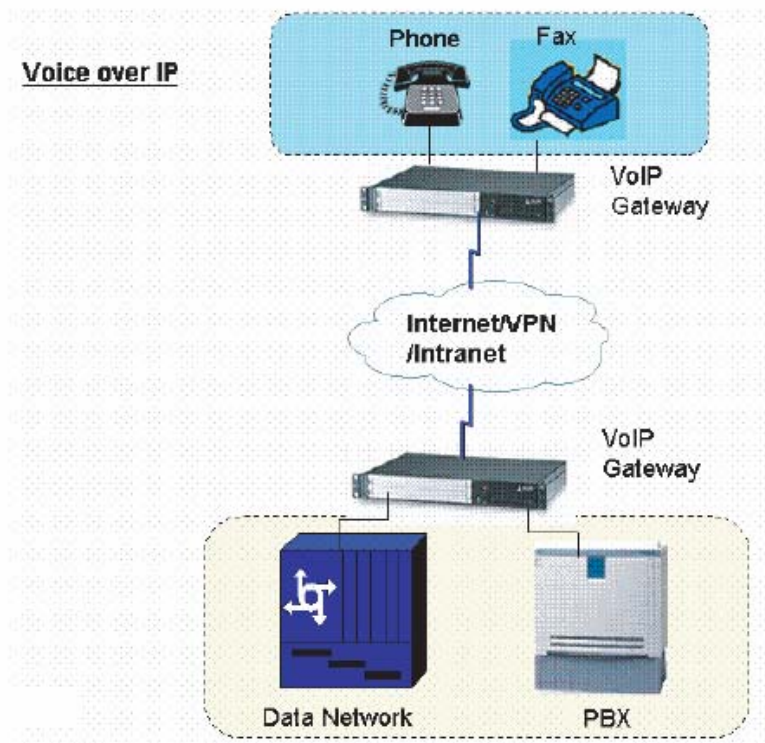
Today most organizations are expanding at a rapid pace to become globally competitive but the cost involved for infrastructure and its improvement has gone up significantly. It is critical for organizations to reduce recurring expenditure on voice as it forms a substantial part of overall expenditure. With the emergence of VoIP technology many organizations are giving a serious look at that as an alternative to traditional voice infrastructure.

This white paper gives a high level view of VoIP implementation and its pitfalls. It explains VoIP implementation technologies and the various advantages it can bring for organizations.

Introduction

Today as organizations are striving to differentiate themselves from the competition, global connectivity is becoming a must to have feature. Till recently corporations build their own data network for data connectivity across various countries. While doing this they all depended on public voice network for their voice traffic. Recently companies have begun exploring ways of carrying their voice traffic on their IP networks in order to reap the benefits of using a single converged network that can carry both voice and data. VoIP implementation offers many advantages which are discussed in this white paper.

With the reducing cost of call rates for traditional voice it is important today to analyze that for what kind of setup VoIP gives cost advantage over normal connection.



VoIP Advantages

Prime driving force behind rapid VoIP implementation worldwide is cost savings. Proper VoIP implementation can save cost primarily in three categories.

a) It reduces capital investment requirement. Right from duplication of cabling activity to procurement of different sets of hardware and software for data and voice network can be avoided.

b) Operational expenses go down exponentially with more usage of VoIP infrastructure. Company can make use of existing infrastructure with additional investment on VoIP equipment on one time. This will save the recurring long distance inter-country Intracompany calling cost which is quite high.

c) Management and maintenance cost gets reduced. Instead of specialized resource and management spending on two technology areas, it can be handled by a single team and management software. Apart from these there are other subtle benefits which can be achieved by adopting VoIP technology. Some of the advantages are mentioned below.

Unified Messaging

Unified messaging is the integration of several different communications media. Once adopted , retrieval and sending of voice, fax, and e-mail messages from a single interface is possible, whether it be a wireline phone, wireless phone, PC, or Internet-enabled PC.

Collaborative Data Sharing

Collaborative data sharing is the technology by which different groups share their data . In general data across these groups are incompatible in nature. It takes help from third technology so that data from one group gets shared by other group.

Push to Talk Web Pages

'Push to Talk' technology now has the ability to create innovative and flexible voice enabled applications. It allows to add live voice to any online application. It provides a wide variety of call status, reporting, and control features and as it is HTTP based its language independent.

Conclusion

Migration from traditional voice to new VoIP infrastructure may be beneficial on certain circumstances depending on various factors like voice quality, number of sites to be connected, call pattern, density of users, leased line availability, EPABX upgradeability etc. In general as the density of users, international calls, Tolerance to quality of voice increases, it is more likely that organizations will get benefit out of VoIP implementation. Reverse of any one of the above mentioned factor will adversely affect RoI on VoIP implementation. Therefore, organizations need to study their voice network before taking decision to go ahead and embrace VoIP technology.