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Differences with Hosted VoIP and PBX systems by Robert Pattison

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VoIP systems are the latest type of telephony systems that are hitting the business market aggressively today. Such systems are impacting a lot of businesses regardless of size and tenure; new businesses are choosing VoIP over the traditional PBX system.

Benefits of VoIP

VoIP systems have increased not only their connectivity options to meet many business needs in the market today; they also offer better features with more benefits such as faster processing, lower cost and more efficient hosted services from experienced and skilled VoIP service providers.

A lot of functions in VoIP systems such as Moves, Changes, Deletes and Adds are simpler to use with a quicker access and processing at a lower cost. The hosted service is reliable, experienced, efficient and skilled in providing the necessary and desired support for VoIP in any business at an affordable service charge which can be annually, half yearly or quarterly.

Comparisons

There may be still many businesses which have not taken the leap over to VoIP from PBX systems today. Many die-hard PBX consumers are too familiar with the telephony system to make a curious change with new on-premise PBX upgrade solutions. However, this means that there is the necessity of having a qualified system administrator to handle the PBX system whereas the VoIP hosted service does not have this requirement as the system allows business employees to manage their personal telephony needs via a smart on-line portal.

A geographically dispersed business with an on-premise PBX system would require the implementation of dialing plans and inbound calls distribution with inter-site trunk calls whereas a simpler implementation exists with hosted services on VoIP where there is little or no user management required.

Hosted VoIP services usually scale using telephone lines from one to many whereas the IP PBX systems may need some initial investment in supporting block phone lines as well as block upgrades. If one were to attempt scaling the IP PBX system up or down like that allowed by the hosted service, â€œlumpyâ€• changes or awkward effects may be experienced to the system capacity.

Currently, a lot of PBX systems still do not fully support the feature of click-to-dial with other software options such as Outlook. Some operational issues may arise from this pull-back as there is an obvious need to be able to integrate with other software systems. Consumers who wish to carry on with IP PBX systems must realize the potential hiccups of incomplete integration between the new IP environment and the current PBX as hosted VoIP has already assessed and positioned itself to meet this need.

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Robert Pattison - About Author:

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