

# WHAT IS HOSTED VOIP?

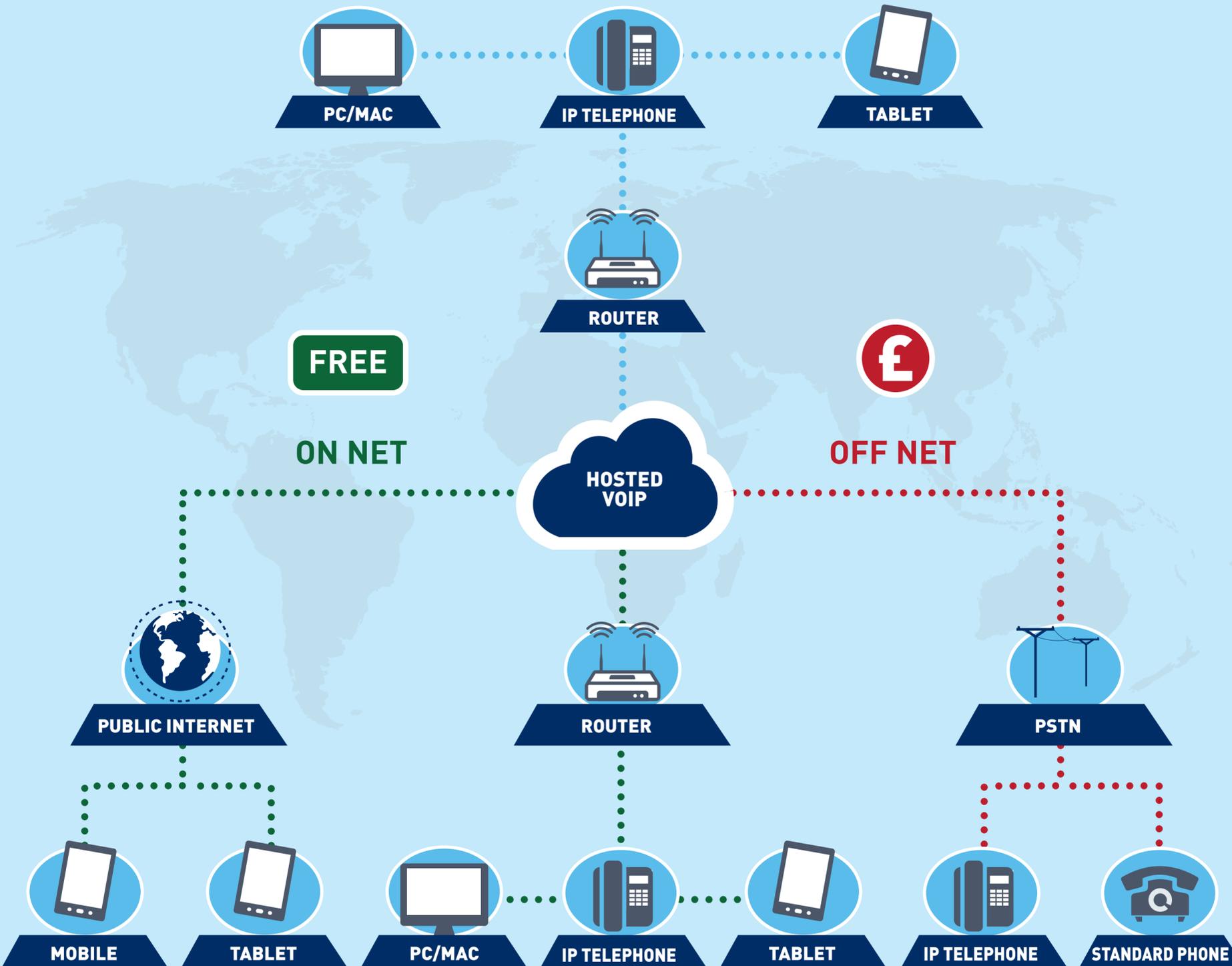
AN INFOGRAPHIC

VoIP is an acronym for Voice over Internet Protocol. Simply put, it is a piece of technology that converts voice calls into data and then transmits them over IP (internet protocol) networks. In comparison to a traditional telephone system, on-going costs are cheaper, it is future-proof and contains value-adding features. Discover what all the fuss is about...

## HOW IT WORKS

How a VoIP call works is dependent on the device the intended recipient is using, whether or not they are office-based and whether they're part of the same organisation as the person making the call.

## YOUR BUSINESS



### REMOTE WORKERS

- Inter-business call
- Same VoIP platform
- Transferred over public internet (internet access required)
- Free call (on-net)

### SAME BUSINESS, DIFFERENT SITE

- Internet/inter-site call
- Same VoIP platform
- Transferred over a managed connection
- Free call (on-net)

### OTHER VOIP SYSTEM

- External call
- Other VoIP platform
- Transferred over PSTN
- Standard call charges (off-net)

### TRADITIONAL PHONE

- External call
- Analogue telephone
- Transferred over telephone exchange
- Standard call charges (off-net)

## TOP THREE BENEFITS

### 1. COST SAVINGS

Internal calls between employees can be costly, but poor communication can be even more detrimental. VoIP eradicates internal call costs by allowing users to make free calls between themselves, whether they're in the same building or located at another site.

### 2. UNRIVALLED FEATURES

VoIP offers all the features expected from a traditional telephone system and many more. Businesses can improve productivity by adding features, including call recording, multi-party calling and auto attendant at the click of a button using an online management portal.

### 3. FLEXIBILITY

Employees are no longer confined to the office. Using VoIP, remote workers can be allocated a virtual number, so that they'll appear as though they're sitting in the office from anywhere possessing an internet connection. Numbers can be also be kept even if a business moves office.

To find out more about Daisy's hosted VoIP business solutions visit:  
[www.daisygroup.com/business-telephone-systems/business-voip](http://www.daisygroup.com/business-telephone-systems/business-voip)

