

problem

Company XYZ has multiple offices spread across the world. Currently, each office uses its own PBX system and interoffice phone calls are routed through the PSTN and billed long distance and international rates. Company XYZ also employs workers on a part time basis who work from their homes. The company is currently exploring alternatives to consolidate its communication systems and reduce costs. An outside consultant recommends to the management that a new communications technology called VoIP might be the solution to their problem.

Voice-over-IP or VoIP is a new technology for transporting voice calls over the Internet allowing users to realizing substantial cost savings on long distance and international calls. Besides cost advantages, VoIP enabled PBX (or IP PBX) systems offer easy integration with existing communication systems and a more cohesive company image. IP PBXs allow companies to use a single communications system in a virtual office model. In such model, the company installs a single IP PBX system in the headquarters and multiple IP phones or regular phones with adapters to all employees. In that virtual office model both intra-office and inter-office phone calls are conducted by simply dialing employees' PBX extensions. Such calls are routed through the Internet and are free. Customers, on the other side dial a single number and an extension to reach company employees no matter where in the world they are located.

Before proceeding further with the project, XYZ's management conducts research to understand better the pros and cons of implementing a Virtual Office solution. The research reveals that practical implementation of VoIP systems could be challenging due to the existence of corporate Firewalls and Network Address Translation (NAT) devices. Additional complications could arise from equipment incompatibility. The research conclusions are that in order to meet its objectives, the company has to find an equipment solution that is easy to manage and could be deployed quickly. The research also recommends that the solution be transparent to existing Firewalls/NATs.

solution

VoIP technology today is much more advanced that it used to be few years ago, yet many businesses find implementing VoIP systems challenging. As the technology is relatively new, not many users are familiar with its lingo and system configuration is often the most difficult and time consuming part of any VoIP implementation. Additionally, equipment incompatibility could lead to additional deployment delays and reduction in voice quality. That is why companies who consider implementing VoIP PBX systems should consider purchasing a turnkey solution from reputable VoIP equipment manufacturer.

SysMaster Corporation, the global leader in turnkey VoIP equipment solutions, could offer to XYZ exactly what it needs - a turnkey VoIP PBX solution that could be customized to meet the company specific needs. The solution is easy to operate even by users not familiar with VoIP technology and offers fast deployment schedule (typically less than a week). Besides traditional PBX functionality, the solution also offers advanced features like call hunting, voicemail-to-email, fax-to-email etc.

A typical SysMaster Virtual Office solution has the following requirements:

- 1 SysMaster VoIP PBX Server
- 2 IP Phones or Regular Phones with Adapters
- 3 Optional Modules to the PBX Server
- 4 Remote Installation and Technical Support
- 5 High Speed Internet Access
- 6 Contracts with VoIP Carriers for Calls Termination

SysMaster can provide items 1 through 4 while the customer is responsible for items 5 and 6.

solution features

- H.323/SIP/MGCP
- ISDN/SS7/CAS/R2 Support
- 976/900 Block
- Call Forward
- Caller ID
- Call Return
- Call Waiting
- Call Hold

solution features

- Distinctive Ring
- Last Call Redial
- Do Not Disturb (DND)
- N-way Conferencing
- Call Screening
- Hunt Groups
- User Friendly GUI Interface



Virtual Office Business Model

benefits

Turnkey Solution

SysMaster offers truly turnkey VoIP PBX solutions. SysMaster provides all equipment elements as well as remote installation and technical support. Customers secure high speed Internet access and sign contracts for call termination with VoIP carriers. In a typical business scenario, the company signs contracts with multiple VoIP carriers and configures the VoIP PBX to route calls based on least cost or best quality basis.

High Scalability

SysMaster is probably the only VoIP equipment manufacturer that fully supports the grow-as-you-go concept. SysMaster's equipment can easily scale from 1 to 20 T1 lines per VoIP PBX (24 to 480 PSTN lines). The company offers VoIP equipment in five capacity tiers that cover the needs of the whole spectrum of enterprises.

Rapid Deployment

SysMaster's VoIP PBX solution is characterized with very aggressive deployment schedule. In general, customers can have a running solution in less than a week provided that they have secured high speed Internet access. Because of the integrated nature of the solution, there are no equipment incompatibility issues to be solved which are often the reason for extended deployment periods.

benefits

High Affordability

SysMaster's VoIP PBX solution is highly affordable for both new users and for existing customers who want to expand their capacity. In fact, it is the solution with the best features/cost ratio in the industry. As SysMaster uses a tiered capacity approach where each successive equipment tier doubles the capacity of the previous one, customers can upgrade in incremental steps without overspending for capacity that they don't immediately need. At the same time, as equipment utilization increases, fixed costs per call fall (i.e. customers pay a fixed cost for a given equipment capacity and do not pay recurring fees based on the number of calls).

Problem Free Operation

SysMaster VoIP PBX solution is designed to automatically resolve most implementation issues typical for today's network environments. SysMaster equipment transparently works behind most corporate and home Firewalls/NATs which means that customers see a truly plug-and-play solution.

Fast ROI

Because of its high affordability, rapid deployment, and scalability, SysMaster's VoIP PBX solution is characterized with fast return on investment. Depending on the difference between rates that the provider charges his customers per minute, termination costs, and capacity utilization, providers can typically recoup equipment investment in less than six months (see ROI brochures for details).



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