



VoIP Communications Services *A Cloud Above the Rest*

As business leaders navigate the COVID-19 pandemic, they are learning a variety of new processes, systems, and approaches to keep their businesses as normal and stable as possible. These tactics range from managing and supporting employees working remotely to maintaining the bandwidth and security of their infrastructure.

For some, it's even opened their eyes to issues with the foundation on which their communications systems are built. Because the pandemic has affected every industry, those companies with traditional copper

analog service for communications (often referred to as plain old telephone service or POTS) may have experienced limited resources to address repairs or install new lines. Service providers simply didn't have the capacity to address needs in a timely manner – in some cases it could take up to 90 days to install a new line. Additionally, companies were hampered because they did not have the ability to redirect calls to an alternate location.

Those companies with hosted and/or cloud-based voice over internet protocol (VoIP) systems didn't encounter these challenges.

Why? Because these types of VoIP use data networks – not hard wiring. Your communications services run over the internet and can be accessed and managed via a portal from anywhere. Hosted VoIP has evolved through the years and improved its reliability and quality over early versions. And with 5G wireless technology on the horizon, hosted VoIP connectivity has the potential to be even faster and available to any device with access to a 5G-capable router.

The Benefits Go On

There are many reasons why businesses – especially those with multiple locations – should consider hosted VoIP:

Flexibility – Regardless of carrier, your administrator has centralized control over all services through a web portal. To make changes to your service, initiate call forwarding, or change names assigned to specific numbers, you simply log into your portal. Gone are the days of calling the phone company to place an order that could take days or weeks to complete.

Standard Features – Most VoIP services include music on hold, voicemail, call forwarding and call transfer – functions traditional lines simply can't do.

Advanced Features – Though not necessarily included in standard packages, there are a variety of special features hosted VoIP technology can offer businesses:

Auto Attendant – automatically directs and transfers calls to an extension without the need for a human operator.

Extension Monitoring – monitor the status of an extension and perform a desired action by pressing a single button.

Shared Call Appearance – one line or number can appear on multiple handsets.

Find Me Follow Me – if a call isn't answered at one handset, set parameters to ring at additional handsets until it is answered.

Significant Cost Savings – Depending on the market, companies can see up to a 30% cost savings compared to POTS.

While some of these features can be applied to a POTS line, it would take a significant investment to design and install a sophisticated system to do all this. And for multi-location businesses, it would mean making a large investment at each location. With hosted VoIP, a company's centralized phone system lives in the cloud on a provider's network, the company pays a monthly leasing fee for handsets, and they still see a significant cost advantage over analog service.

Hosted VoIP With BullsEye

With nationwide reach, BullsEye allows clients to manage an entire telephony web portal through a single provider – helping to reduce costs while adding feature functionality. In addition, our team of experts has a broad VoIP product portfolio to help you find the best solution for your business, complete with hosted solutions. We can help you integrate voice solutions that allow you to keep your phone sets but change your system from analog to digital.

If you'd like to learn more about how hosted VoIP could benefit your business, contact us at **877-438-2855** or **sales@bullseyetelecom.com**.

