



WHITEPAPER

Key considerations to look for in a Hosted Voice platform provider





Features

1. Does their platform have all the bells and whistles?

Voip Unlimited's Hosted voice solution Voip Exchange offers over and above traditional PBX expectations, with an online management portal presenting one easy-to-use interface to manage all your customers and for them to manage themselves.

The platform also provides competitive IP tariffs, unlimited call recording, queuing forwarding.

VOIP UNLIMITED TIP

Beware of the 'basics-as-boltons' packages! Don't be short-changed with a solution where the provider cashes in on features you consider necessary.



Security

2. Will you be in safe hands?

Beyond geographical flexibility, another key benefit of a hosted platform is the level of security it delivers.

Different providers have varying levels of security and some don't have full control of those security levels.

VOIP UNLIMITED TIP

Look for a provider who has not only built the platform security within the product, but also sits the platform within in a high security network too. Voip unlimited has built Voip Exchange from the ground up with security in mind from day one, meaning the platform has its own security measures in place on top of the Voip Unlimited network it sits within, which has substantial DDoS prevention for Voip Unlimited and its customers. This means Voip Exchange benefits from this and every other security policy Voip Unlimited employ as a trusted ITSP.



End-to-end

3. Are they in the driving seat?

By privately owning and having created the platform from the ground up, Voip Exchange offers a true end-to-end solution that other providers simply cannot compete with.

In addition, Voip Unlimited own the network the platform sits upon and all the security that is wrapped in, meaning as one supplier we are aware at all times of the security status of the network, connectivity and the performance of the platform within it.

VOIP UNLIMITED TIP

Check with your provider who built the platform? Was it them or have they repackaged a solution meaning another link in the chain?



Independence

4. Do they offer control at the touch of a button?

Our world is 24/7 and waiting for things is increasingly becoming a bug of the past. Ensure you and your clients can make changes on demand with a smart online interface for your Hosted system. Day-to-day system management should be possible for the system administrator as well as the employees of the organisation.

Voip Unlimited have an intuitive portal which can manage the entire system from one place. The portal also allows for tiered permissions for users, meaning you can empower staff, whilst protecting key settings for just the Administrator.

VOIP UNLIMITED TIP

Check that features can be modified from a range of logins and find out what options you have remotely.



Costs

5. Are your basics going to be costly bolt-ons?

Always be aware of obscure pricing. Have a good idea of what functionalities you consider necessary to be included in the 'standard' monthly price. Take some time to understand what you consider as requirements and what you consider as desirables? Don't get them mixed up when signing into 'bundle' options. It is not commercially viable to sign up to a platform which sounds fantastic but every basic requirement is a costly bolt-on.

VOIP UNLIMITED TIP

Ask your provider if there are any hidden fees, will you get free on-net calls?



Simplicity

6. Will they put a spanner in the works?

Change can be unsettling and to migrate your company's voice system over to a Hosted solution, you need the transition to be seamless and deployment to be as undisruptive as possible.

Voip Exchange's Accreditation means all deployments by Accredited partners are uniform meaning installation, setup and on boarding processes are all of the highest standard. The feature-rich intuitive portal enables system builds and administration managements to be scalable. Voip Unlimited have ported tens of thousands of numbers from other providers onto our platforms.

VOIP UNLIMITED TIP!

Ask your provider what porting agreements they offer? How long the migration will take, should you expect any periods of downtime?



Future

7. Will they be sticking around?

Your clients' business systems are precious and trusting the deployment of those to a third party is not a decision to be taken lightly. The financial stability of the organisation is vital, you need to know that your provider won't one day be taken into liquidation which could have disastrous consequences for your telephony system and business.

Voip Unlimited is a debt-free, cash rich, profitable business trusted by some of the largest Telephony partners nationally. With a privately-owned network, independent assets and a strong workforce of extremely skilled professionals, we will continue to be a successful key supplier within the Voice over IP industry.

VOIP UNLIMITED TIP!

Do some research on your provider, don't be afraid to question their security / future proofing as a business.



Competence

8. Will they be there to offer a helping hand?

If things go pear-shaped, you want to know your client's will get a resolution quickly, you need a provider who will handle your escalation and queries promptly and effectively.

Voip Unlimited's UK dedicated support team is focussed on our Dealer's needs. We have one of the highest partner retention ratios in the market-place – a testament to the outstanding facility we provide.

VOIP UNLIMITED TIP:

Ask where your providers support team are based and what the SLA's are against their services.



Voip Unlimited: The Direct Provider

Over time Voip Unlimited, the ITSP who own and built Voip Exchange, have developed a strong reputation for reliable and secure services and solutions.

Whilst still being cost effective, Voip Unlimited are trusted with the all of the highly demanding connectivity needs of large Channel Partners nationally as well as several Formula One teams and Government Agencies directly.

As an established key supplier within the Voice over IP market in the UK, Voip Unlimited has experienced teams able to meet the evolving needs of Channel Partners.



To arrange a visit at Voip Unlimited's HQ or to chat to the team
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