

1.1 Expectations and Desired Outcome

Many companies have successfully made the jump from legacy systems to IP telephony – so what do these companies most like about their IPT implementations? The list below summarizes many of the advantages IPT offers and can serve as a checklist that can be used to evaluate the many vendor offerings:

Distributed Intelligence – By distributing call processing intelligence (the ability to set up and manage calls) across the network, the voice system eliminates any single point of failure, including the failure of the IP WAN itself. This is critical to delivering reliable voice calls.

Single Management Interface – The ability to incorporate every element of a multi-site voice system (media gateways, gateway controllers, telephones, applications) into a single view homogeneous management system dramatically reduces administrative costs.

Application Rich – A system that delivers a range of customer interaction solutions that can be activated at the click of a button and enables powerful multi-site collaboration will create a better customer experience. Such a system will allow your organization to appear more coordinated and more professional as calls and conferences are seamlessly transferred and shared between team members, sites, and mobile employees.

Ease of Use – Today's systems should deliver more while eliminating the guesswork about how to use the phone system. Your employees should have access to the full range of advanced telephony features and internal/external phone directories without having to become phone experts. When it comes time to evaluating the different vendor solutions, we recommend checking the applications available on the desktop interface to ensure they are intuitive and consistent across the full range of analog and IP phones. The more your staff gets from the phone system, the more productive they'll be.