



# VoIP

## VoIP – Voice over Internet Protocol

**Which means that a data internet connection is used to make telephone calls, and contrary to popular belief, is that the technology is not new. The recent growth is as the quality of the internet connections has improved, and the commercials have reduced. The planned 2025 closure of the UK's PSTN is now the compelling reason to use VoIP.**

There are three key options:

- Hosted / Cloud
- SIP' (Session Initiation Protocol)
- SaaS (Software as a Service)

**Hosted / Cloud** is where your telephone handsets are managed by a telephone system that is provided by a network, and 'seats' are rented, usually monthly.

**SIP** supplied classified as 'Trunks'. A SIP Trunk will facilitate a single call, there is no limit to how many trunks you have, and are connected to an 'on premise' telephone system and normally replace ISDN telephone lines.

**SaaS** normally part of a UC (Unified Communications) installation which integrates voice calls with other communications including chat, e-mail and video calls facilitating significant productivity gains.

A robust data connection is required for VoIP as the underling architecture of the internet (TCP IP) is not voice friendly as the internet was designed by the military for their data communications in remote parts of the world. Having a robust data connection helps the shortcomings of TCP IP, and additionally NSL will help design DR routing which takes the dependency off a single data connection.

Depending where your business is on its journey depends on which solution is the right one for you, NSL provide all options and can help you plan the most advantageous journey taking into account of lifecycles on existing equipment and contracts, capex v opex, and requirements for productivity gains.

## Benefits

- Easy to install
- Plug & Play
- Feature Rich
- Easy to Scale
- Multiple Locations
- Low or No Capex
- Opex Model
- Increased Productivity
- Future Proof

**Route your calls to specific destinations with our easy-to-us Area Based Call Routing. Speak to the NSL team today for more information.**