



Simplicity
VoIP

Mastering VoIP

Shattering 8 Myths About VoIP



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Easy as 1, 2, 3...www.simplicityvoip.net

VoIP technology is a reliable and proven solution that brings a wide range of cost effective, feature-rich benefits to businesses large and small. Despite VoIP's current positioning, many myths still surround it. Critics of VoIP deployments tend to fall back on the same objections. These range from, "I would install VoIP in my business, but it's too expensive" or "VoIP is so much more difficult to use, I'd rather just have my dependable landline telephone," and many more.

Here are 8 common myths and why they shouldn't scare you away.



Myth: VoIP Is Too Expensive

1

This is a myth that seems to attach itself to any new technologies aimed at business users. VoIP must be substantially more expensive than traditional phones, right? After all, you're talking about new technology, new equipment, and an entirely new system. While the train of logic makes sense, this assumption is often wrong.

In reality, a landline phone system typically costs businesses an average of \$50 per line each month, and that rate only includes local and domestic calling. Monthly VoIP plans are available at \$25 and under per line – a 50% savings over a plain old telephone service line. In fact, after switching to VoIP, businesses see an average savings of 25% to 40%.

This makes VoIP much more affordable than you may think. You get the opportunity to consolidate many telecom services into one, controlling costs in a much more effective way. You also get the opportunity to scale up and down at will, only pay for what you're using, and upgrade at no cost when the need arises.

**“Cost per month:
\$50 average
landline
vs.
\$25 average
VoIP plan”**



Myth: The Cloud Is Scary and Not for Me

2

This is another one of those myths that people seem to fall back on when they don't do sufficient research. In truth, having an internet-based system like VoIP isn't "scary" at all if you take the time to understand all the moving parts. According to Information Week, 70% of companies indicated they deployed Unified Communications (UC) in the cloud or plan to do so.

Yes, you're giving up a certain amount of "perceived" control because your communications are no longer handled through the phone lines in your neighborhood and are instead a part of your internet access. But that's not necessarily a bad thing. And since 79% of office employees work remotely at least one day each week, the ability to work from anywhere, the ability to go beyond voice calls and to leverage things like video, teleconferencing, and so many other communication options, make this a good change, not a terrifying one.

"70% of companies indicated they deployed Unified Communications (UC) in the cloud or plan to do so."



Myth: VoIP Is Not Secure Enough to Meet My Needs

3

While this fear is understandable, VoIP technology is actually very secure. This particular myth demands the question: if you're so worried about digital security, how are you currently combating the elements of theft, fraud, and network breaches. As in sports, the best defense is a good offense. Savvy businesses can preemptively protect themselves from these methods of potential attack using encryption, authentication protocols and Challenge-Handshake Authentication Protocol (CHAP), antivirus software, Deep Packet Inspection (DPI), and Session Border Controllers.

A simple way for businesses to secure VoIP lines is simply by regulating their own people and policies. Through the creation of call restrictions to track VoIP activity and the proper configuration of VoIP apps, toll fraud, and other types of unauthorized activity can be prevented.

We've entered into a tech-driven, digital age where you don't have another choice, but to operate digitally. It's how you communicate with your clients and buyers, and how your employees collaborate together. In many ways, by consolidating all of your services into one package, you're actually making your system more secure, not less.

“A simple way for businesses to secure VoIP lines is simply by regulating their own people and policies.”



Myth: VoIP Is Not Stable or Reliable Enough

4

People seem to be under the impression that VoIP services are inherently unstable and that calls drop with regularity. Because cloud phone services run on distributed computer systems, you're immune from a failure of a computer, network switch, or some other piece of hardware that could bring down your phone system. Cloud phone services generally perform with greater than 99% uptime. This is why approximately 31% of all businesses use VoIP systems and there will be a projected 1 billion VoIP users by the end of 2017.

Assuming that your business has a dependable broadband internet connection, VoIP is going to be as reliable than your traditional phone services.

“Cloud phone services generally perform with greater than 99% uptime.”



Myth: Call Quality Is Poor

5

VoIP technology offers call quality that is equal to or better than your traditional phone services. There are a few factors that may contribute to quality issues, but they're easy to fix and likely won't occur if you partner with the right provider.

VoIP quality of service (QoS) protocols evaluate disruptive factors like jitter, latency and delay – guaranteeing that certain resource levels are allocated to voice traffic. In addition, in order to reserve enough bandwidth for VoIP to handle any spikes in demand and to prevent other network applications from affecting call quality, you may want to explore SD-WAN, which is quickly becoming the optimal connectivity solution for multi-location companies.

VoIP call quality depends on an adequate internet connection and a specialized VoIP router, along with other factors like a properly configured internal network. Provided you have all of these things accounted for, you can be confident in your quality of service.

“VoIP technology offers call quality that is equal to or better than your traditional phone services.”



Myth: VoIP Systems Are Hard to Install

6

Today, the actual VoIP equipment itself is quite basic - many of the hardware assets you'll be using are "plug and play" in the first place. Adding new equipment (or removing equipment that you're not using) is so straightforward it can be handled by most people in just a couple of minutes. In addition, customer portals allow you to make changes in seconds and afford business flexibility without the engagement of a pricey IT specialist.

When selecting a VoIP provider, it is important to find the right one for your business's needs. There are select providers that will install everything on your behalf when your services begin, and at minimal expense to you. This is a discussion to have while you are exploring your options and before you execute an agreement.

“There are select providers that will install everything on your behalf when your services begin, and at minimal expense to you.”



Myth: My Employees Will Hate VoIP

7

While it is human nature to resist change, many people incorrectly assume that it's hard to train employees on VoIP technology, which ultimately affects their buy-in. Your VoIP provider will either handle training for you or will give you all of the documentation to handle training on your own.

Going beyond that, most of the normal functions your employees will be working with (like making calls) are identical to what they've been using. The process doesn't change just the technology does. Since at least 37% of employees telecommute part-time, the gains in flexibility and increased productivity they experience will soon make them believers. Business owners will appreciate the upside provided by VoIP that equates to 48 hours per day, 12,415 hours/year and up to \$230,000 per year in productivity (based on an assumption of a 25 employees.)

“37% of employees telecommute part-time, the gains in flexibility and increased productivity they experience will soon make them believers”



Myth: VoIP Technology is Too Limiting

8

Many people assume that VoIP technology is too limiting and that you will run into problems like not being able to use your computer while on your VoIP phone. What these people are thinking of, are the days of the dial-up internet connection - something that businesses haven't relied on for decades. The fact that the features and functionality of VoIP technology has advanced dramatically, makes it a more attractive option to high maintenance, on-premise phone systems.

The only thing limiting about VoIP technology is your willingness to buy into myths like these. VoIP uses the foundation of modern technology to take your communication and collaboration efforts to the next level. Setting up video conferencing, sending files while making VoIP calls, and using the internet while talking on the phone at the same time, all become effortless with VoIP at your side.

Once you begin to understand just a few of the benefits that VoIP brings to the table, you'll wonder why you waited so long to make the switch in the first place.

“VoIP uses the foundation of modern technology to take your communication and collaboration efforts to the next level.”





Call Today for a Free Telecom Audit

To learn more about how switching to VoIP can help you become more efficient and profitable, contact us at **804-412-7283** or by email: **info@simplicityvoip.net**.