

IMPROVE COLLABORATION
AND PRODUCTIVITY

Voice over IP for Your Business

INTRO TO VOIP

The rate of change in today's business world continues to increase rapidly. Technologies and applications are continually evolving and offer more productivity potential than any other time in the history of business. However, despite all of these advances, conducting business still requires two or more people talking in real-time to discuss and close deals.

Voice over IP (VoIP) allows businesses to clearly and efficiently communicate both internally and externally with vendors and customers. It facilitates one-to-one discussions, as well as conference calls that lead to improved collaboration in any environment. Whether a single office or larger multi-location business, VoIP provides a seamless solution that quickly scales as the business grows. It delivers feature-rich functionality, along with one of the most cost-effective ways to communicate. Plus, businesses can easily manage everything on one centralized phone system to connect teams, wherever they work.

THE VOIP ADVANTAGE

VoIP provides a wide range of advantages for businesses over a PBX, key system or legacy telco system. VoIP eliminates the hassle and expense of owning and operating a phone system. Users simply connect new office phones to their existing networks—and access high-quality calls, advanced features, and easy management for one low monthly price. These features include find me/follow me, call park, call recording and many more.

Additionally, VoIP eliminates long-distance charges for domestic North American calls and reduces rates for international calls—making it the most cost-effective option for growing businesses.

"Cytracom simplifies the process to enable businesses to make the move to VoIP with a flat monthly fee and no big upfront hardware costs."

Jason Penka
CEO, Tech Junkies

WHY VOIP IS BUILT FOR BUSINESS

VoIP provides many ways for businesses to increase efficiency and ensure employees are always in touch. Features such as auto attendant and hunt groups ensure incoming calls are distributed to the right party so someone always answers. Have a call center? VoIP functionality optimally directs both incoming and outgoing call traffic. Voicemail to text functionality transcribes the message in a readable format for the user to quickly gain context on a mobile device.

VOICE CONTINUITY

All businesses must discuss and develop a plan for business continuity in the case of a disruption. These disruptions come in many forms, including natural disasters (hurricanes, floods, etc), ransomware and user error, among others. Studies show that businesses that do not quickly recover from such outages many times cease operations. VoIP technology is a key part of a business continuity plan. With Voice Continuity

from Cytracom, users can easily configure policies to protect voice services and ensure they failover to a working line during outages. Plus, they can enable auto-recovery to seamlessly resume operations when the devices come back online.

MOBILE WORKFORCE

Staying in touch is critical for business success. Missed calls are missed opportunities. VoIP's find me / follow me feature allows individuals to add mobile or other numbers to the user portal to make sure they are reached at a secondary number if they are not at their desk. Then, users can integrate their service with a softphone mobile app. Softphones enable VoIP calls to be made from the mobile device, but using the business caller ID. This is an important features to allow separation between the business and personal persona of the caller. With Bring Your Own Device (BYOD) becoming more popular, this allows employees and businesses a way to conduct business on a single device.

WHY CYTRACOM

Cytracom was founded by an MSP that saw the need for a full-featured VoIP system to complement the other IT portfolio offerings. VoIP is part of the network and is a natural addition to backup and data recovery, help desk, and security solutions. Customers get the benefit of working with a local expert that understands their network. Cytracom focuses on making the process of buying, installing and using VoIP as simple as possible. Below are some ways that we make that possible:

No contracts

Get monthly billing without long-term commitments.

Free phones

Get free business phones for all of your users.

Full warranties

Eliminate maintenance fees with lifetime warranties.

36-month upgrades

Stay up-to-date with the latest phones.

