

# Voice over Internet Protocol (VoIP)



## Expand your communications in line with your business.

As your business expands, becomes more dispersed and more of your staff work from home or on the move, the range of communications issues can grow alongside it. But instead of expanding to meet the needs of your organisation, your communications infrastructure can simply become a growing problem, with security, accessibility and the costs of sharing information all demanding your immediate attention.

The issues that can create the biggest barriers for the way business needs to work today:

- Business expansion - The need to rationalise data and voice communications infrastructure.
- Ensuring security and integrity of information.
- Teams becoming more geographically dispersed.
- Expensive phone calls and long distance communication.

### Impact of failure to act

Do nothing and you quickly have a serious situation on your hands with repercussions for your productivity, legal obligations, standards and staff/customer satisfaction. And, above all your bottom line.

If you're not taking steps, or do not have the capability, to consolidate voice and data traffic, your business will face:

- high costs due to the duplication of your resource, hardware and software.
- the risk of not meeting standards and legal obligations.
- compromised security, as it is more difficult to control access to sensitive information over multiple locations.
- bottlenecks in your information flow which can lead to: employees and customers not receiving access to important information when it's needed, poor productivity, lack of effective communication. All of which makes it difficult to make timely and informed business decisions.
- unnecessary costs which keep rising.

## Business Requirements

No organisation today can afford to be without a communications infrastructure that is integrated, secure, high-speed and technically advanced—capable of handling and sharing information in all its forms. The best of these systems make all modes of communicating simple and user friendly.

- Converge data and voice networks to reduce costs, and streamline your infrastructure.
- Increase productivity by leveraging the benefits of IP enabled applications.
- Reduce monthly telephone bills.

## The Northgate VoIP Solution

This is the one that ticks all the boxes. Our technology experts have the experience and expertise needed to enable voice and data environments to work together. So we can set it all up for you.

Northgate's service is designed to enable seamless implementation of VoIP systems that will integrate with your existing data networks. We team up with strategic partners specialising in this field to select the best of breed products and shape your infrastructure to achieve maximum benefits for your organisation at the best price.

A range of VoIP secure solutions are on offer, including application delivery plus technical and end user support as required. For instance, we can direct voice calls over your corporate network rather than through a carrier, so you'll notice a significant saving in your monthly phone bills. You'll also experience an immediate improvement in productivity, as the convergence of voice and data will enable your team to operate more efficiently, whether working from the office or from home.

Northgate builds in converged architecture, to achieve a reduction in the costs (hardware, software and resources) of operating two separate networks (one for voice and one for data).

## Benefits of the Northgate VoIP Solution

When you team up with Northgate, you're working with an interactive intelligence innovator, experienced in delivering integrated communications solutions and providing a solid foundation for future planning. From Day One your entire organisation will feel the benefits:

- Integration of voice and data networks.
- Cost savings – phone bills, network architecture, hardware, software, resources.
- Maximum customer value.
- Long term investment protection.
- A future proofed solution that opens up the possibility of employing new applications easily, for instance a web based call centre.

## Testimonial

“My only regret is that we didn't get Northgate in ages ago. When I think of all that time paying well over the odds, nearly double, for cumbersome communications that didn't perform. Now the flow of information runs like a dream and it has even made it easier for us to diversify, introduce more flexible working practices and respond quickly to market changes. The staff love it”.



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