



The Case for Voice-over-IP

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As the owner or manager of a Travel Agency, you undoubtedly understand the importance of maximizing productivity and minimizing costs. Whether your employees are on the phone servicing calls, or out of the office researching tour opportunities, they need to be connected at all times. Moreover, they need easy, all-in-one access to their e-mails and voicemails to enable excellent customer service. Lastly, incoming phone calls need to be handled professionally and promptly to optimize sales revenues. On top of everything, YOU are the decision-maker responsible for making sure the infrastructure is in place while at the same time controlling your monthly communications costs. With all that in mind, have you ever considered Voice-over-IP for your business needs?

What is Voice-over-IP, anyway?

You may have heard the hype, but what exactly are the benefits of VoIP to you as a Small Business or Enterprise manager/owner? VoIP allows you to consolidate your telephone and data service onto a single network, enabling you to leverage your investment in IP across multiple communications streams. Moreover, the flexibility

of IP has spawned a multitude of productivity-enhancing voice features and services (TRANSLATION: NO MORE ARCANE STAR CODES), resulting in increases in efficiency and efficacy. Your job gets easier too: you can manage your business from wherever you are with Mobility-enhancing features such as Find-Me, Follow-Me and Simultaneous Ring. And to top it all off, because you are using your company's broadband connection for internal phone calls and high-quality, "one-hop"

Key System, PBX, or Centrex Replacement

If you're interested in leveraging state-of-the-art technology to effect productivity enhancements and cost savings, consider Hosted VoIP Service. Unlike a Key System or PBX, Hosted VoIP Service requires minimal upfront capital expenses on your part, AND offers far more features than most Key Systems or PBXs. Unlike Centrex, which is Business Phone Service hosted by your incumbent telephone company, Hosted VoIP

The Promise of VoIP: Unleash Power and Productivity!

service to the Internet for external calls, VoIP will ultimately lower your phone bill.

What Are My Options?

If you're a small business, you are most likely using a Key System, PBX, or Centrex services to fuel your company's telephone needs. Either way, Hosted VoIP services can be an attractive alternative for your business.

Service provides you the ability to perform your own Moves/Adds/Changes, a savings of \$50-100 per MAC. Unlike a Key System, PBX, or Centrex, Hosted VoIP Service enables you to take advantage of features previously available only to big companies, allowing you to project a "larger-than-life" image while still operating as a small company.

Concentrate on what you do best: Running your business.

Features and Benefits

Hosted VoIP Service can provide you a total communications solution that you will never outgrow: the solution scales to your business needs, no matter your size or the number of your locations. More than that, we liberate your staff from having to wrestle with obsolete hardware, arcane programming, or messy administrative tasks. Lastly, because we consider it our business to provide the highest-quality, most innovative, and most effective voice technology answers to your business, we do not charge you "upgrade fees" or "maintenance charges." We will stay on top of technology, so YOU can concentrate on what you do best: running your business.

While Hosted VoIP Service offers you many productivity-enhancing features, we've picked out the three that will have the highest beneficial impact on your Travel Agency business:

Feature	Benefit
Multi-Line Hunt	In your business, every call is potential revenue – so every call must be answered. Increase your revenues by setting up Hunt Groups that allow your agents to answer every incoming call according to 5 customizable Hunt routines.
Simultaneous Ring	Ever miss a revenue call because you were out to lunch? With Simultaneous Ring, you can set your cell phone, office phone, and home phone to ring when any one is dialed...never miss an important call again!
Easy, Quick Set-Up	Want to recruit more employees, but have to wait weeks for the phone company or your IT staff to perform a Move/Add/Change? With Hosted VoIP Service, the set-up is so quick, you can have a new employee up and running in a single day! And, the process is so simple, you can do it yourself.

Why Us?

We offer you integrated voice, data, and web hosting services, all at an economical monthly rate with minimal upfront startup costs. With years of experience in IT services, we have the reputation, track record, and know-how to create a powerful and effective business communications system for you. Moreover, we have assembled best-of-breed vendors and network providers to deliver high-quality service, comprehensive training and support, and continuous technological innovation. Let us be a partner in your success: contact us today for a customized business case analysis to see how our Hosted VoIP Service can create savings for you.



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