



# Service Features And Essential Checklist

# Welcome To The Wonderful World OF BCS VoIP

VoIP (Voice over Internet Protocol) means hosting your complete telephone system via a secure fibre-internet connection. Gone are the cables, bulky equipment, line rental and maintenance charges of the old ISDN systems. Instead, your calls will be hosted remotely in a data centre. It's a more efficient way to manage all the telephone calls in and out of your business.

VoIP offers many advantages and with BT phasing out the old ISDN system, upon which traditional premise based phones work, it's not a question of if but when you move over to a digital solution like VoIP.

Whether you're looking to move to VoIP, or simply change providers, be sure to checkout our Essential 8 Point Checklist on pages 10-11.

**The BCS VoIP Platform provides the flexibility of an internet phone system, with the added benefits of an industry leading Service Level Agreement (SLA) and all the latest tech and features your business needs to flourish.**





# Take Your Office Anywhere...

## Eliminate Phone Wiring

The BCS VoIP telephone system allows you to connect hardware IP phones directly to a standard computer network port (providing data and power through one cable). Software phones can also be installed directly on a PC (either to run alongside a desk phone, or replace it entirely). You can now eliminate phone wiring and make adding or moving of extensions much easier. In new offices, you can completely eliminate the need for wiring extra ports to be used by the office phone system.

## Scalable

Traditional phone systems are easy to outgrow. Adding more phone lines or extensions often requires expensive hardware modules. In some cases, you need an entirely new phone system.

Not so with a BCS VoIP solution. A standard computer can easily handle a large number of phone lines and extensions – just add more phones to your network to expand!

## Enable Hot Desking And Roaming

Hot desking, the process of being able to easily move offices/desks based on the task at hand, has become very popular. Unfortunately, traditional phone systems require extensions to be re-patched to the new location. With a BCS VoIP system, the user simply takes their phone to their new desk – no patching required.

Users can roam too – if an employee has to work from home, he/she can simply fire up their software phone and are able to answer calls to their extension, just as they would in the office. Calls can be diverted anywhere in the world!

More at: [bcs365.co.uk/voip-services](https://bcs365.co.uk/voip-services)





# Boost Productivity With Our Technology

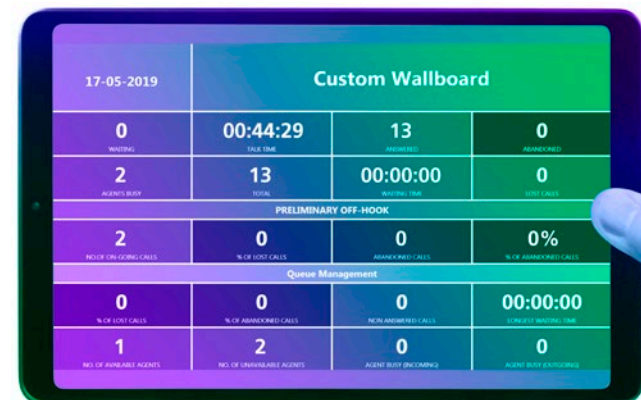
## Improved Phone Usability

Employees often struggle using advanced phone features. Setting up a conference, or transferring a call on a traditional phone system requires detailed instructions.

Not so with a BCS VoIP solution. All features are easily performed from a user-friendly interface. In addition, users get a better overview of the status of other extensions, of inbound calls, call queues, and presence via the apps. In contrast, traditional proprietary systems often require expensive "system" phones to get an idea of what is going on with your phone system and even then, status information is cryptic at best.

## Boost productivity

Having a feature-rich system, will allow you to boost communication, productivity and collaborative working. Key features such as status updates, call reporting and recording, enable your teams to work more efficiently. Teams can also be monitored more effectively, in terms of call answering, making the system ideal in call heavy and customer service environments.





# Service Issue? We're On It, Fast!

No matter how reliable and robust the technology, sometimes, things can go wrong.

BCS VoIP provide an industry leading Service Level Agreement (SLA) responding to reported issues within 15 minutes. You can rest assured that any problem will be quickly addressed.

Additionally BCS VoIP is part of Business Computer Solutions, Kent's premier IT support company. Our technology support can extend well beyond internet telephony.

## Switching Is Quick And Easy!

It starts with a phone call. We'll discuss your current setup, get to know your business, future plans and strategic goals. Our experts will then propose the perfect VoIP system for your business and aspirations.

To get a quote, or simply ask us about our service, please give us a call or drop us an email.

0800 6521 365 / [hello@bcs365.co.uk](mailto:hello@bcs365.co.uk)





# The Essential VoIP Checklist

VoIP is the modern phone system for the modern team. But, not all VoIP was created equal. As the business owner or manager, you want to understand what makes a good VoIP provider and what you need to have in place to get the most out of the system. To make this task easier, BCS have put together an essential 8 point checklist.



Find out more at:  
[bcs365.co.uk/voip-services](https://bcs365.co.uk/voip-services)



## Evaluate Whether Your Network Is Ready For VoIP

VoIP data consumption ranges between 0.5 MB-1.3 MB per minute of call. This number fluctuates based on the technology employed by your VoIP provider as well as the caller's use habit. As such, depending on the call usage you expect, you may need to look at upgrading your current Internet connection speed.



## Ask About Number Portability

If you have existing phone numbers that you wish to keep, make sure you check that the provider has the capability to port these over. Some providers may not be capable of porting your phone number to their service. This is the type of information you are better off knowing beforehand.



## Dig Out Your Recent Phone Bills

When asking for a quote, provide a recent phone bill as this will help the provider to understand your call usage. This will also help calculate what you might save by moving your business to a new provider. If you're worried about passing on financial information on what you are paying, you can simply send a bill with usage listed but costs blanked out.



## Check For Software Integrations

It may be that some of your line of business software, such as Sage, Salesforce etc., has the facility to integrate with IP based phone solutions. Features like being able to dial directly out of your CRM save time and help drive efficiencies in your business. Most VoIP providers will be happy to help you with this process following a review of your current infrastructure.



## Select A VoIP Provider With Support That Meets The Needs Of Your Business

Finding a provider that can offer you all the functionality you need is one thing, but they may not be able to offer you the level of support your business needs. A phone system going down can be disruptive and expensive, in terms of lost business and unhappy customers. Make sure that you check service issue response times. These can range from 15 minutes to 48 hours! Ensure you choose a provider that matches the needs of your business.



## Ask About Features And Functionality

VoIP offerings can vary a lot in terms of features and functionality. Make sure you are clear on what you want from your new system. You may not know everything that is available with a modern phone system. Typical features include: Auto-call attendants; Call recording; Call forwarding; Call queues; Live phone statistics; Performance reporting and more. A good provider will want to understand your business and build the perfect system for your needs.



## Consider The Hardware You Will Need

Moving to VoIP offers the opportunity to move away from physical phones entirely. You can receive calls using a software application on your PC, laptop, smartphone, or tablet (known as a 'Soft Phone'). This may or may not be a fit for your business, or you may decide on a mix of both. Desk phones are still compatible with VoIP, but if you're planning on reusing your old phones, you will need to check they are compatible with a modern VoIP system.



## Don't Forget About Training

A smart new phone system won't be much use if your team aren't properly trained to use it. Change can be a daunting prospect and not all users will pick up the technology at the same pace. For an efficient and pain free migration, ensure that you have a team training plan built in with any VoIP provider you move to.



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