

VoIP success is growing

Northeast Information Systems, an industry leader in unified communications, announced today that hosted Voice over Internet Protocol (VoIP) is experiencing tremendous adoption by small to mid-sized businesses.

A number of distinct benefits such as superior quality of service, reduction of cost, flexibility, built in business continuity and advanced applications are driving the demand for hosted VoIP technology.

Unlike a traditional phone system, hosted VoIP requires no on-site PBX hardware. Instead the technology uses VoIP service to place and receive calls using the Internet. This service is frequently hosted remotely by a 3rd party VoIP provider.

As a result, an end user's communication via VoIP service is handled by redundant enterprise servers offsite. In addition to the profound upfront cost savings this presents, hosted VoIP technology enables one's phone system to be completely scalable and flexible. An organization can add or remove phones on a hosted system any time.

Hosted VoIP serves the needs of entrepreneurs and enterprises alike, by delivering powerful features such as improved call quality, valuable disaster recovery tools, and applications designed specifically for telecommuters and remote workers.

Included in the system are advanced features such as unified messaging, automatic call distribution, auto attendant, call recording, call flow reporting as well as traditional PBX features.

The U.S. business hosted IP voice services market is expected to grow from 828,350 seats in 2008 to 4,910,499 seats in 2013.

