10 STEPS *to* SUCCESSFUL VOIP IMPLEMENTATION

UNDERSTANDING OPTIONS

On-Premise Solution
Hardware and software residing at a user location. Hardware in head office serves offsite branches and workers. Management is done by user IT resources.

Hosted Solution
A vendor owns and manages all hardware and software. Vendor offers VoIP solutions on monthly charges. Hosted solutions are also called cloud-based. Such services may also be referred to as 'Software as a Service', or (SaaS). If the vendor provides UC on the cloud it is called Unified Communication as a Service (UCaaS).

Hybrid Solution
Integration of On-Premise and Hosted solutions. Typically a head office will use on-premise, while smaller or branch offices will use the cloud. Interoperability, feature matching, and seamless integration between the two are essential.

1 — Define Your Needs
It's important to understand your phone needs and communicate them properly. Phone needs should include:
- Locations
- Employees
- Remote employees
- Desired features list
- Future growth

2 — Assemble a Planning and Procurement Team
Identify people who will manage vendors and technology. Consult with leaders of Sales, Customer Support, HR, Marketing, Finance and other critical departments to understand their needs.

3 — Compare Features and Costs
Consider the features offered by each device and the costs. There are typically two modes—all inclusive, and add-on pricing model. Choose your model based on needs.

4 — Upfront, Recurring and Total Cost of Ownership
Hosted options have less upfront costs and higher recurring costs. When you own your premise equipment you will incur higher upfront costs, and lower recurring costs. Draw up a spreadsheet and calculate total expenditure over, say, 5 years.

A hosted solution could have low TOC, but this depends on usage and features. Again, calculate for as long a period as possible.

View www.telecom.toshiba.com/Solutions/VIPedge-Cloud-Telephone-System/ROI-TCO/ for a cost comparison.

5 — Ask This Important Infrastructure Question
Do you have a good data network and connection?

Use this tool to test your connection: telecom.toshiba.com/VIPedge-Assessor/

6 — Scalability
If you foresee rapid growth, plan for some redundancy in the size of on-premise equipment to accommodate your growth. Hosted systems handle growth better as you add users on the fly.

7 — Migration Path
Plan for migration in any of the three options. You could start with an on-premise and switch to hosted solutions later. Or vice versa. Or you start with either and move to a hybrid solution.

8 — Redundancy
What happens after a natural disaster or other events that destroy your communication system? How do you re-establish communication? Plan for backup solutions and fail-over mechanisms.

9 — Security
If your business has special security needs, an on-premise solution that fulfills those needs may be a better solution. You can both define and manage the security requirements.

10 — Get Clarifications
Prepare a set of questions and make sure you get answers. The questions should cover:
- Client Base
- Purchase and maintenance costs
- What are upgrade costs
- Contract time
- Implementation process
- Support plan
- SLA (Service Level Agreement)
- Call quality, performance, and reliability guarantees
- Vendor's finances and reliability

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