



Your Guide to Choosing a Business IP Phone Service

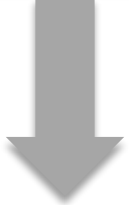
You want the best phone system for your business – but where do you start?

With the internet full of different types of VoIP phones, IP providers, hosted systems, non-hosted solutions, big names, small names... it may be hard to figure out what is best for your business.



What kind of providers are there?

Large Telco's



*BT
Virgin
Talk Talk
Vodafone*

Service Providers



*VTSL
8 x 8
Gamma
Ring Central*

Resellers



*4 com PLC
Lily Communications
NCONNECT
VoIP Supply*



A look at the large telco's...

The large telco's offer anything and everything from a simple analogue line to a traditional PBX system, to hosted VoIP to on-site VoIP. Phones and phone systems are generally sourced from manufacturers such as Siemens, Cisco and Avaya.



Pro's: You can get any service, not just VoIP.



Con's: Large telcos generally don't understand the needs of small business and are simply not designed to service them adequately. Moreover there is generally little or no cost savings to make up for this, and the systems themselves are no more advanced than other options on the market.



A look at the service providers...

Service providers are a relatively recent phenomenon developed to meet the demand of businesses who want phone systems as a service. These providers offer mostly hosted VoIP and other cloud-based services. With this model, you do not need to lease or buy a phone system—instead you are buying a service in which maintenance and management is included.



Pro's: The level of customer and technical assistance is typically far better than telcos or resellers. The cost is usually better or on par with the other options, and unlike resellers, service providers own and manage their own network and the service they deliver.



Con's: They don't offer all types of phone services, primarily just hosted VoIP.



A look at the resellers...

There are thousands of companies in the IT and telecoms reseller 'channel' in the UK. These resellers pop up at the top of a list in a Google search as they spend significantly on marketing given they have no infrastructure or engineering cost centre. Resellers offer everything from a simple analogue line to hosted VoIP because they are simply offering the services of the telcos and service providers and adding a margin.



Pro's: You can get any service from them and the service is usually better than with a telco.



Con's: You pay a mark-up for a system that is no more advanced than other options on the market. Plus resellers generally have low technical expertise so their ability to solve technical issues may be lacking.



What is best for me?

→ If you are a small to medium sized business (1-1000 users), a **Service Provider** is probably best for you.

Why?

Because unless you have special considerations, the size of your business would suggest that **hosted VoIP** offers the best balance of features, price and service for you.

And Service Providers specialise in hosted VoIP.

→ If you are a large business (1000+ phone users) it will probably be more cost effective to get an on-site VoIP system from a large telco.



Compare Hosted VoIP

Besides being well suited for SMEs' user size, hosted VoIP offers a variety of **other benefits**.

Advantages	Hosted VoIP	Traditional
Pay as You Use	✓	✗
Support & Maintenance Included	✓	✗
Online Web Portal for adding new users and features	✓	✗
Upgrades Included	✓	✗
Home working easy / standard	✓	✗
Multiple Sites Connected	✓	✗
Unlimited Scalability	✓	✗
Emergency Failover	✓	✗



Have questions?

We are here to help!

Our advisors will talk to you about your requirements and help determine what the best solution for you is—even if it isn't us.

Call us on **020 7078 3200** or email us at **info@vtsl.net**



About VTSL

VTSL is a hosted communication company specialising in VoIP business telephone systems for businesses with 1-1000 employees.

VTSL was founded on the belief that business telephony shouldn't have to require a traditional landline, expensive hardware and long waiting times for set-up. With no existing provider offering an adequate solution at an affordable price, VTSL developed its own VoIP service and proprietary applications.

Today VTSL is one of the leading service providers of VoIP telephony and internet services in the UK and Ireland, and the only provider to use the award-winning Silhouette platform. VTSL was named Best Business VoIP Provider for Medium Sized Enterprises in 2017 by ITSPA (the VoIP industry's association).

VTSL is proud of its reputation for exceptional client advice, service and 24/7 support. The company is based in London and was founded by Robert and David Walton in 2007.

