

## VoIP Success: Planning, Installation & Implementation



### Process, process, process

A successful voice/data network implementation begins with a methodical process. In fact, you can save considerable time and money by developing an in-depth assessment when compared with troubleshooting a poorly implemented system. Knowing the limitations of existing hardware and planning accordingly is critical. As with any project, having a reliable plan in hand is the best indication of future success.

### And Quest will help you get there.

We begin by completing an extensive VoIP Needs Assessment. This is more than a simple laundry list of parts—much more. A complete assessment includes examining:

- Hardware—Routers, switches, HVAC, cable, etc.
- Fault tolerance, load
- Inbound and outbound calling
- PBX functionality, including conferencing, transferring, emergency (911) and hold.
- Determining requirements for additional functionalities—Integration with other voicemail systems, phone-to-phone intercom, music-on-hold, conferencing, call queuing, and more.

### Which Equipment?

It's easy to be overwhelmed. There are many options and requirements to consider. So many that most organizations don't have the time or staff to investigate all the possibilities. **We can help.** When it comes to VoIP, you can feel confident that Quest will not pressure you to choose a vendor based on anything other than meeting your business objectives. Finding the right combination of equipment, services and benefits for your individual needs is our only objective.

### New Locations?

If not planned for at the onset, new locations can prove more challenging than a new installation. Depending on the systems you have in place, you may be faced with challenges in forwarding calls, on hold capabilities, paging, transferring calls and other features that are not issues when using a traditional PBX phone system. If you wind up with more than one system, whether through acquisitions, growth or other circumstances, you may encounter additional training costs and productivity issues. Quest can help you!

### Secure VoIP Communications

VoIP is data, plain and simple. And like all data, VoIP needs to be secured against tampering and malicious attacks. If your network isn't secure, it's possible that someone could infiltrate your network, intercept your phone data and change the content or simply eavesdrop. Quest can help you with important security considerations like:

- Data encryption
- User security policies
- QoS (Quality of Service)
- Firewalls
- Packet filters
- End-to-end security

### Trust our experience

Quest's experience installing and supporting VoIP installations works to your advantage. We can effortlessly guide you through the pitfalls ensuring faster implementation, lower costs, and fewer problems. When you choose Quest for your VoIP implementation, you provide your organization with dedicated knowledge and expertise focused on your objectives. Discover the benefits of complete confidence. Engage Quest.

## Make painless VoIP a reality. Engage Quest.

Call Quest at 800-326-4220 or visit us at [www.questsys.com](http://www.questsys.com).