



QUICK TIPS:
Save Money and
Work Smarter with
Voice over Internet
Phone Services

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ABOUT QUICK TIPS

We developed the Speakeasy Quick Tips series to provide customers with practical advice on important communications issues for small businesses. Each Quick Tip offers bite-sized facts and real world examples to help your business save money and work smarter with advanced voice and broadband solutions. Which of these tips could make a difference to your business?

- Improve Customer Satisfaction
- Save with Telework
- Save on Long Distance
- Improve Bandwidth Efficiency
- Simplify Your Disaster Plan
- Outsource Your Phone System and Save
- Ensure Voice over Internet Quality
- Save Over Traditional Phone Service

SPEAKEASY VOICE OVER INTERNET QUICK TIPS

» Improve Customer Satisfaction - Stay effective and connected from anywhere

Many businesses work better when employees are on the go – meeting clients, making sales, building opportunities. But with everyone going in different directions, how can you make sure customers always get what they need when they need it?

With [Hosted Voice](#), one number can reach each employee, no matter where they are. Find Me / Follow Me features allow you to ring calls to multiple mobile and desk phones, simultaneously or sequentially. You can manage call forwarding online from anywhere and even set preferences to a time schedule.

“Our transaction volume has skyrocketed because our people are out selling — instead of sitting in their offices checking voicemail and waiting for people to call in.”

- Megan Kopman, Ballast Realty Group

View the Ballast Realty [customer video](#) or read their [case study](#)

» **Save with Telework** - Teleworkers work harder and cost less

Working from home occasionally or even full-time is great for you and your business. According to Forrester Research, teleworkers work, on average, 2 hours more per week than office workers.

With [Hosted Voice](#), any number of remote workers can be fully integrated into a single business phone system. Nobody has to know if they're working in their pajamas. And the more employees work at home, the more you save on office space and utilities. To learn more, check out our [Hosted Voice for the SMB Virtual Workforce](#) whitepaper.

"The system allows us to stay connected as if we were all in the same physical location."

- Chris Odor, Newport Communications Group

View the Newport Communications [customer video](#) or read their [case study](#).

» **Save on Long Distance** - Call nationally and internationally for next to nothing

You don't have to pay steep phone company rates to stay connected wherever your business needs you.

With [Hosted Voice](#), you can call throughout the continental U.S. and to 22 countries worldwide for free. With [Integrated Voice](#), you can dramatically reduce your long distance costs without changing your phone system.

Start-up costs are low for either type of service, and you can choose from a variety of flexible plan options to get the best savings for your business.

"We do an enormous amount of long distance...hundreds and hundreds of calls each day."

- Tom Barnes, Calibre One Inc, US

See how Calibre One [cut their LD bill](#) with Speakeasy Hosted Voice.

» **Simplify Your Disaster Plan** - Being prepared may be easier than you think

Three out of four business owners admit to being unprepared for a disaster to hit their business.¹ Unfortunately, it is inevitable that your business will eventually have to contend with some kind of sudden disruption, whether it's a natural disaster or a more commonplace power outage.

Choosing a [Hosted Voice](#) system is one of the easiest ways to ensure the resilience of your business. This type of phone service is hosted on your provider's network, so it continues to function no matter what happens at your office. Callers never get a fast busy signal, voicemail remains operational, and lines can easily be forwarded to alternate phones.

"When we had a fire in one of our office buildings, we were able to forward all the phones in minutes."

- Shannon LeColst, Risk Strategies

¹ According to a 2006 Harris Interactive Survey for MasterCard International

Read the Risk Strategies [case study](#).

» **Improve Bandwidth Efficiency** - Combine voice and data to get more for less

From large uploads and multimedia applications to VPNs and remote workers, most businesses are watching their bandwidth demands multiply with each passing year. How do you get the reliable bandwidth you need without breaking your budget?

By combining voice and data over a single broadband connection with [Integrated Voice](#) trunks, you can eliminate the costs of traditional phone lines while maximizing bandwidth efficiency. With dynamic bandwidth allocation, all of your bandwidth remains available for data when it's not being used for calls. This can make it cost-effective to upgrade your bandwidth. Connectivity options up to 20x20 Mbps are now more affordable than ever before with [Business Ethernet](#).

"Speakeasy offers the best pricing we've found for connectivity and voice trunks."

- James Ross, WebYES!

Read the [case study](#) to see how WebYES! lowered costs while significantly increasing bandwidth.

» **Outsource Your Phone System and Save** - Cut costs without sacrificing flexibility or control

Managing phone system hardware in-house can be a time-consuming hassle. There are frequent and costly maintenance requirements, and you may have to wait for a specialist to make even the smallest change.

With a [Hosted Voice](#) solution, you can eliminate all these frustrations, while maintaining total control through an online portal. Moves, adds and changes are as quick as making a phone call or sending an email – no rewiring or on-site intervention required. You'll also minimize start-up costs, save on long distance, and enjoy unlimited scalability.

For a complete guide to understanding your VoIP options, download the free [Hosted Voice Buyer's Guide](#).

"We've eliminated all the headaches associated with maintaining phone system hardware in-house."

- Jon Wells, Pace International

View the Pace International [customer video](#) or read their [case study](#).

» **Ensure Voice over Internet Quality** - What you need to know about Quality of Service

You want the best quality for all your phone calls. When you choose a Voice over Internet solution, make sure your provider offers a Quality of Service (QoS) guarantee.

For true Quality of Service:

- Purchase both broadband and voice from the same provider, so voice calls can be prioritized over data traffic.

- Make sure your provider network maintains low latency, low jitter, and low packet loss.

To learn more, read the [Speakeasy Quality of Service: VO Technology](#) whitepaper

"We don't have to worry about missing critical 'life or death' calls."

- Chris Kenney, Remote Medical International

Read the Remote Medical International [case study](#).

» **Save Over Traditional Phone Service** - Get more flexibility for less money

Save more on the phone services you need with IP-enabled voice – up to 45% over traditional phone service. Choose from a wide range of options, including many with advanced features that boost productivity and support employees on the go.

Here's how to choose the best savings for your business:

- **Hosted Voice.** If you're just starting out or ready to upgrade to a new phone system, this option gives you long term cost savings, effortless web-based management, and advanced features. Hosted Voice is also ideal for managing a virtual work force.
- **Integrated Voice.** If you already have a PBX, you can cut costs by combining voice and data over a single broadband connection. Options include analog, digital T1-CAS, ISDN-PRI or direct SIP connections. Advanced features are available as add-on services.

"This is a huge value to a small business like ours."

- Dan Abbate, Gorilla Tango

[Watch the video](#) to learn how Gorilla Tango saved 70% on voice.