Mobility, Convenience, Realization

Seamless Customer Interaction and Relationship Management Solutions

ALLIANCE INFOTECH

ALLIANCE IP-XCHANGE
(IP based Phone System)

A concept Note

1.0 Executive Summary

Alliance IP-Xhange is a business telephone system designed to deliver voice over a data network and interoperate with the normal Public Switched Telephone Network

Alliance IP-Xchange can be combined with traditional PBX functionality enabling businesses to use their managed internet intranet to help reduce long distance expenses, enjoy the benefits of a single network for voice and data and advanced CTI features or be used on a pure IP system which in most cases give greater cost savings, greater mobility, and increased redundancy.

Features of Alliance IP-Xhange

Unlimited Extensions	IVR Menu System
TDM/SIP/IAX Trunks	Admin Status Screen
Remote Extensions	Package Manager (for easy updates)
Voicemail	Phone Provisioning Tool
Fax Support	Network Settings Tool
Voicemail to Email	Enhanced CDR Reports
Paging and Intercom	Web Access to Voicemail
Time-Based Routing	Music On Hold
Conference Rooms (only Audio)	Follow-Me
Call Queues	Ring Groups

3.0 Understanding on the IP

Alliance IP –Xchange consists of an IP PBX server , SIP phones and optionally a VOIP Gateway to connect to existing PSTN lines. The IP PBX server, Alliance IP-Xchange functions in a similar manner to a proxy server: SIP clients, being either soft phones or hardware-based phones, register with the Alliance IP Xchange server , and when they wish to make a call they ask the Alliance IP Xchange server to establish the connection. The Alliance IP Xchange server has a directory of all phones/users and their corresponding SIP address and thus is able to connect an internal call or route an external call via either a VOIP gateway or a VOIP service provider

How it works
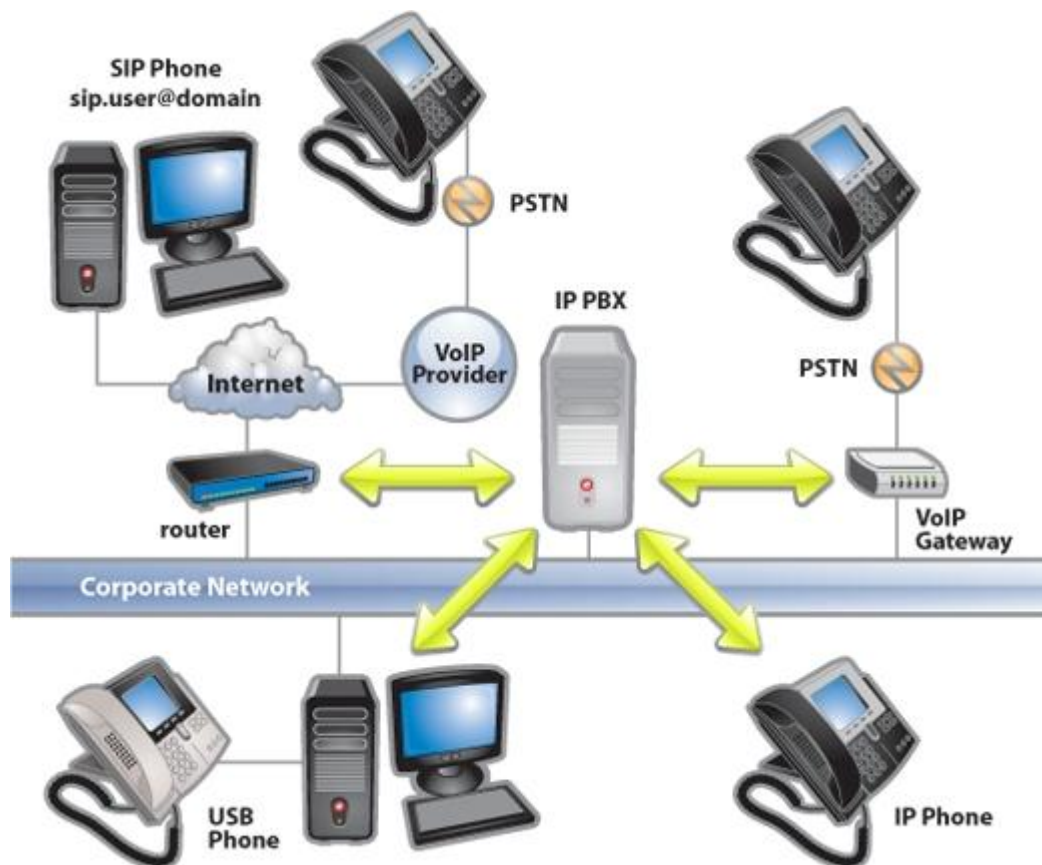
3.0 Benefits of Alliance IP- Xchange

✓ Much easier to install & configure than a proprietary **phone system**:

Alliance IP Xchange runs as software on a computer and can leverage the advanced processing power of the computer and user interface as well as Windows which is simple to manage

✓ Easier to manage because of web/GUI based configuration interface:

Alliance IP-Xchange can be managed via a web-based configuration interface or a GUI, allowing you to easily maintain and fine tune your phone system. Proprietary phone systems have difficult-to-use interfaces which are often designed to be used only by the phone technicians.

✓ Significant cost savings using VOIP providers:

With an IP PBX you can easily use a VOIP service provider for long distance and international calls. The monthly savings are significant. If you have branch offices, you can easily connect phone systems between branches and make free phone calls.

✓ Eliminate phone wiring!

Alliance IP-Xchange allows you to connect hardware phones directly to a standard computer network port (which it can share with the adjacent computer). Software phones can be installed directly onto the PC. You can now eliminate the phone wiring and make adding or moving of extensions much easier. In new offices you can completely eliminate the extra ports to be used by the office phone system!

✓ Eliminate vendor lock in!

Alliance IP-Xchange is based on the open SIP standard. You can now mix and match any SIP hardware or software phone with any SIP-based IP PBX, PSTN Gateway or VOIP provider. In contrast, a proprietary phone system often requires proprietary phones to use advanced features, and proprietary extension modules to add features.

✓ Benefit #6: Scalable

Proprietary systems are easy to outgrow: Adding more phone lines or extensions often requires expensive hardware modules. In some cases you need an entirely new phone system. Not so with an IP PBX: a standard computer can easily handle a large number of phone lines and extensions – just add more phones to your network to expand!

✓ Better customer service & productivity

With Alliance IP-Xchange you can deliver better customer service and better productivity: Since the IP telephone system is now computer-based you can integrate phone functions with business applications. For example: Bring up the customer record of the caller automatically when you receive his/her call, dramatically improving customer service and cutting cost by reducing time spent on each caller. Outbound calls can be placed directly from Outlook, removing the need for the user to type in the phone number.

✓ Twice the phone system features for half the price!

Using Alliance IP –Xchange it is easier to add and improve feature sets. Most VOIP phone systems come with a rich feature set, including auto attendant, voice mail, ring groups, advanced reporting and more. These options are often very expensive in proprietary systems.

✓ Allow hot desking & roaming

Hot desking – the process of being able to easily move offices/desks based on the task at hand, has become very popular. Unfortunately traditional PBXs require extensions to be re-patched to the new location. With an IP PBX the user simply takes his phone to his new desk – No patching required!

Users can roam too – if an employee has to work from home, he/she can simply fire up their SIP software phone and are able to answer calls to their extension, just as they would in the office. Calls can be diverted anywhere in the world because of the SIP protocol characteristics!

✓ Better phone usability: **SIP phones** are easier to use

Employees often struggle using advanced phone features: Setting up a conference, transferring a call – On an old PBX it all requires instruction. Not so with Alliance IP-Xchange – all features are easily performed from a user friendly Windows GUI. In addition, users get a better overview of the status of other extensions and of inbound lines and call queues via the IP PBX Windows client. Proprietary systems often require expensive 'system' phones to get an idea what is going on on your phone system. Even then, status information is cryptic at best.

4.0 Conclusion

Investing in a software-based IP PBX makes a lot of sense, not only for new companies buying a phone system, but also for companies who already have a PBX. An IP PBX delivers such significant savings in management, maintenance, and ongoing call costs, that upgrading to an IP PBX, should be the obvious choice for any company.

5.0 Contact Details

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