Hosted PBX Voice-over-IP
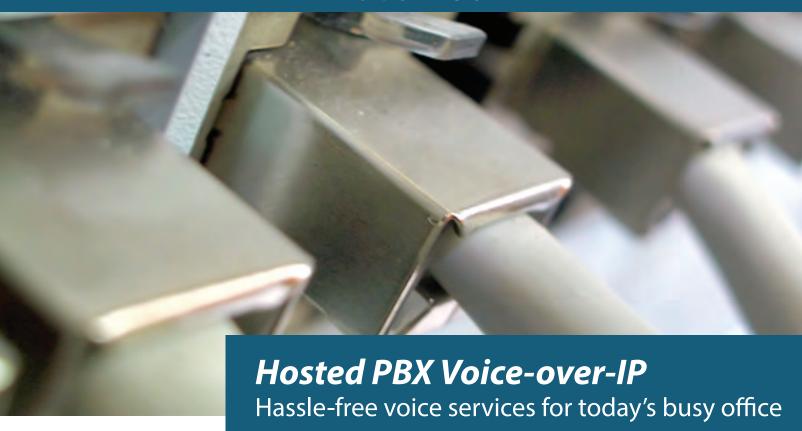## Hassle-free voice services for today's busy office

ADVANCED CALLING & MOBILITY FEATURES WITHOUT THE EXPENSE OR MAINTENANCE OF ON-PREMISE PBX

Voice services have long been considered the most vital link between an organization and their customers, prospects and vendors. However, traditional business telephone systems are expensive to purchase, difficult to administer and have hard limitations on the number of workers it will support before costly upgrades are necessary. In recent years, Voice-over-IP telephony has become an extremely popular alternative for both residential and business telephone customers looking for a better way to deliver cutting-edge mobility features, while reducing costs associated with phone service.

The Hosted PBX Voice-over-IP model eliminates the need for on-premise PBX and traditional telco lines by delivering both voice and data over a single, private broadband connection for a completely maintenance-free, scalable, feature-rich phone system. Since Hosted PBX is delivered as a service through a centrally managed platform, users benefit from considerable economies of scale that not only reduce overall cost for voice services, but also a predictable monthly fee and the ability to scale dynamically as new employees are added.

In recent years, businesses have been quick to adopt Voice-over-IP and the trend is continuously growing. The transition from legacy phone systems is happening rapidly as businesses realize how Voice-over-IP can simplify their system, enhance staff's mobility, unify remote offices, eliminate cyclical maintenance fees and provide features that project a professional image, like auto-attendant and call center groups.

HOSTED PBX FEATURES

- *Mobility* - Place & receive calls from an alternate phone as if it was your office line complete with CallerID
- *Find-me, Follow-me* - Call Forwarding and Simultaneous/Sequential Ring options that allow you to receive calls on alternate phone(s)
- *Voicemail to E-mail* - receive voicemail on your phone through an e-mail, WAV file or both
- *Application Integration* - Access personal and group calling lists, along with other features, conveniently from an integrated toolbar in Outlook or Internet Explorer
- *Online Voice Feature Portal* - Access and modify phone features at any time with the secure online voice portal
- *Smartphone App*
- *Texting*
- *IM & Presence Integration*

LIGHTEDGE

A BETTER CHOICE FOR YOUR BUSINESS...

	Premise-based PBX	Hosted PBX VoIP
Voice System Costs	• High upfront costs for PBX purchase • Unpredictable, ongoing maintenance and support costs	• Low upfront costs and low monthly fees • Support and maintenance included • No long distance between "on-net" sites & reduced for "off-net" calls
Call Capacity	• Call capacity limited to the number of telco lines • Busy signal when all lines are in use	• Call capacity only limited by amount of bandwidth available • Quality of Service managed to always ensure highest call quality
Scalability	• Limited to the size and capacity of PBX • Large scale modular upgrades	• Virtually unlimited scalability • Scale-on-Demand - add a single user at a time, as needed
Administration	• PBX features, routing and Move/Add/Changes (MACs) must be performed by administrator	• Users can manage their own features through intuitive online portal • Moves simply require plugging phone into new location; adds performed with the assistance of LightEdge support • LightEdge VoIP experts available 24/7/365 for ongoing support
Upgrading	• Ongoing support and maintenance performed by internal resources or outsourced integrators • Unpredictable ongoing costs	• LightEdge upgrades equipment and software regularly, ensuring high quality of service • Costs included in the monthly fee
Technology	• Feature set determined by PBX (upgrade or replacement of PBX is required to obtain additional features • Upgrade process is difficult, expensive and time-consuming	• No PBX equipment to purchase; no risk of technology obsolescence • Hosted PBX is open standards-based, so there is no lock-in to a single technology
Mobility	• Locked into a system and supporting vendor until obsolescence end of life of the system	• Smartphone App • Hosted PBX allows routing to alternate phones, so calls can be completed when employee is away fro the office • Provides a unified voice platform across remote offices • Receptionist console can transfer calls to users regardless of location
Disaster Recovery	• Premise-based doesn't integrate with other phone systems • Premise-based creates a single point of failure, causing complete shutdown of phone system in event of an outage	• Housed in geographically-dispersed carrier-class data centers • Voice service engineered for reliability with fully redundant platform • If a site outage occurs, all calls can be rerouted to an alternate site

WHY CHOOSE HOSTED PBX?

Unlimited Scalability
• Only pay for the voice seats that you need
• Call capacity only limited by bandwidth
• New functionality through platform upgrades

Unified Access
• Features to forward calls to mobile or alternate phones
• Remote/teleworkers appear to be calling from office phones
• Web-based receptionist console monitors all lines regardless of user location
• Virtual calling groups can be created across remote locations

Lower Voice Costs
• Eliminates costs associated with owning and maintaining an on-premise PBX
• Eliminates the need for telco lines
• Eliminates LD costs between on-net branches
• Reduces LD charges for off-net calls

Business Continuity
• Redundancy ensures highest service availability - calls are automatically rerouted in case of failure on primary platform
• In the event of a premise-based incident, calls can be quickly or automatically rerouted to alternate phones

Workforce Productivity
• Phones allow one-click direct dial from on-net callers or direct extension dialing from off-net callers
• Intuitive online portal allows users to control their phone features without admin help
• Voicemail can be delivered as e-mail, and can be archived or forwarded