

Voice over Internet Protocol (VoIP)

Using the Internet for More than Your Data Solutions

Ingenium is constantly challenging itself to provide solutions to its customers that allow them to maximize the investment they have made to the infrastructure of their organizations. These solutions are not only offered to our customers but also implemented within Ingenium.

Ingenium utilizes a VoIP implementation throughout its organization providing 4-digit dialing between our corporate headquarters in Upper Marlboro, Maryland, our field offices in Dayton, Ohio and Montgomery, Alabama, as well as satellite locations in Birmingham, Alabama and Columbus, Georgia..

VoIP provides the ability to offer services that can be more difficult to implement via traditional PSTN Telephony. Examples of these services include:

- ◆ The ability to transmit and receive more than one telephone call over the same broadband connection.
- ◆ Feature functionality such as conference calling, call forwarding, automatic redial, and caller ID at zero or near to zero costs normally charged extra for using traditional PSTN service.

- ◆ Integration with other services available over the Internet, including video conversation, message or data file exchange in parallel with the conversation, audio conferencing, managing address books, and passing information.
- ◆ Advanced features such as call routing, screen pops, and IVR implementations are easier and less expensive to implement and integrate.

Why use VoIP?

Lower Cost

- ◆ In general, phone service via VoIP costs less than traditional PSTN service
- ◆ Single network carrying both voice and data

Increased Functionality

- ◆ Incoming phone calls are automatically routed to your VOIP phone where ever you connect it to the Internet.
- ◆ Call center agents using VOIP phones can easily work from anywhere with a good Internet connection.



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