



# VoIP Readiness Checklist

Switching your business to VoIP can have some definite advantages. Make sure that your business and infrastructure are ready for the switch by asking your managed service provider to assist with checking these requirements.

## Requirements Audit

Knowing the number of users will help define the service plan and the specific communication features needed. The number of cool features available with VoIP systems are numerous, start by only adding the features you need.

## Bandwidth

Having enough bandwidth is critical to the success of a VoIP system to avoid latency issues that can result in choppy calls, upload, and download speeds. Determine what kind of hardware and internet connections the system needs prior to implementation.

## Network

A good network design can help make the VoIP implementation a success. A poor network can lead to interruptions. Determine if a Virtual Local Area Network (VLAN) will need to be configured. This way voice and video calls can run through their own network cabling and are far less likely to drop or have other issues.

## Security

Since VoIP integrates with your network, consider it another point of entry for cyber crime. Hacking into a VoIP system can result in hijacked calls, eavesdropping, and service interruption. Like other systems that attach to your network, include your VoIP system in your breach risk prevention plan.

## Budget

Over time switching to a VoIP system will save you money. As you begin this process, be sure to discuss any initial implementation and ongoing monthly fees that may be required to get your VoIP system up and running. The VoIP service provider can help define the budget needed.

## Staff

Like with any new system, training staff is vital for the success of the new system. Getting the team up to speed on accessible features will help keep call interruptions to a minimum and maintain productivity. A managed services provider can help put training together and support questions and user needs after implementation.

## Test Tools

VoIP test tools help keep organizations informed of any issues with the system after implementation and provide insight into the quality and speed of the network.

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