

## Points to consider when buying an IP PBX

Many companies are making the change to **IP based PBX systems**. The main reason is because of the flexibility and cost savings involved. With so many **IP PBX** options in the market place, where do you start?

### Robust and Reliable

Just because the **phone system** has swapped from traditional proprietary technology into a **software based phone system** doesn't mean they are reliable without growth. Choose a company with many years experience in the market place. Like any software product, it takes time to evolve and create a reliable solution.

### Feature Rich

Look for a **VoIP phone system** which allows for the normal features found in the **PBX**. Features are important so why should you lose out on features you are used to using today?

Special features like **cell phone** support, voicemail, voicemail to email, conference rooms, paging, intercom which are included in the price as standard, are a good place to start. Look for the features included in the IP PBX which are normally charged as extra in traditional systems, you may be surprised at what is included in the price.

Consider the ability to have one **PBX phone system** at the office and still have the option work from home on the same system and even keep the same extension as the office, this maybe something which makes your mind up straight away. With an IP PBX you should be able to have two phones or more connected to a single extension.

Allow for the ability to integrate with other applications. Does the PBX integrate with **Microsoft** products such as **Exchange 2007**, **OCS** or CTI applications. You should also bear in mind the integration with different **IP Phones** or **PSTN Gateways**.

### Operating Systems

Make sure you are comfortable using the operating system of the **IP PBX** vendor. If you

have problems this could make or break the success of your new PBX phone system.

### Support

Choose the right partner to purchase your new **IP PBX** from. If you don't have the resources in house to do the deployment, hire or contact a suitable partner. Nothing is ever free and time is money. If your IT department is capable of deploying the new IP PBX make sure they go on training.

### Training

Choose a company who offer regular training courses. Just because the IT department can handle the aspects of IP, networks, phones, software and firmware doesn't mean they know how to configure the PBX. It is always good to send two people on training, just in case one leaves or is on holiday.

### Secure

Was my old traditional phone system secure - no! It is very easy to tap in to a call on traditional phone system. So too is an **IP PBX**, so make sure the **IP PBX** you choose has the ability to offer encryption.

Internal eaves dropping is probably worse than someone outside listening in.

**The security topic should never be underestimated.**

### Interoperability with IP Phones and PSTN Gateways

Make sure the IP PBX you choose works with a wide range of **IP Phones** and **PSTN VoIP gateways**. The choice is vast, however not all products are the same, so ensure you know it works with the IP PBX.