



# Voice & IP Communications

## Voice Over IP

Many organisations have a traditional phone PBX installed at numerous sites and as such phone calls between these sites incur normal telephone charges.

Utilising Voice over IP (VOIP) and retaining the PBX the intra-site call charges are eliminated by using the intra-site IP network to carry the voice traffic. If there is already a fully meshed VPN solution in place then Quality of Service can be applied to the network to prioritise the voice traffic. This will then ensure the end to end quality of the telephone calls.

Generally VOIP can be integrated within the switching, routing and security offerings that DCS currently have.

## IP Telephony

DCS can offer a fully integrated solution for unified communications providing IP Telephony (IPT) solutions for small, medium and enterprise businesses. These solutions provide options from 1 user to infinite users across 100's of sites.

IP Telephony again negates the cost of calling between offices using the IP network to carry the voice traffic. In addition local PSTN access can be provided for local calls and direct inward dial for DDI phone numbers at each site.

The IPT system can also be integrated within a Microsoft environment giving access to enhanced features such as Active Directory lookup and Voicemail to users Outlook inbox.

Session Initiation Protocol (SIP) adds intelligence to business processes and provides both users and businesses improved control over their communications. Features such as presence management can automatically, intelligently route to a user's current location or alternative destination (colleague, voicemail, mobile and so on) dependant on their schedule and diary. SIP can support any form of real-time communication regardless of whether it is voice, video, instant messaging, or a collaboration application.

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