IP Telephony Services

Integrated Voice and Data To Meet The Needs of Your Business

Does your business need to integrate CRM applications with a voice network? Tired of maintaining separate voice and data networks? Looking for ways to lower telephone and long distance costs—not to mention the expense of moves, adds, or changes? If the answer is yes, then the question isn't if you should consider transitioning from your traditional PBX-based telephony to an IP Telephony solution, but when.

Dell Services Eliminates The Guesswork

Companies have many options when it comes to IP Telephony solutions. Today's solutions allow you to protect investments made in previous PBX-based voice systems by transitioning via hybrid IP-PBX systems or leveraging your existing data network by implementing solutions that integrate with existing hardware.

Executives and IT leaders are looking to others who have already been down these paths to help them determine which path is best for them. Do they go straight to the equipment suppliers? Do they attempt to plan and implement a solution themselves? What's the best upgrade strategy? Dell Services takes the guesswork out of this decision.

As a leader in strategic planning and network infrastructure management, Dell Services has been building and maintaining networks for companies large and small. We have the skills, processes, and staff to make sure you get the right solution to integrate voice, video, and data networks. Our team provides the experience and expertise to ensure it's implemented and supported to meet the needs of your business today, and tomorrow.

Dell Services will Design, Implement and/or Maintain your IP Telephony Network. Our experience as a leading technology and Systems Integrator means you get a cost-effective solution that delivers the results you expect.

Dell Services IP Telephony Services:

- **Business and Network Assessments —** We work with your business and IT staffs to identify your business drivers and evaluate your infrastructure.

- **Detailed Return on Investment Analysis —** Based on your business, we provide analysis on total cost of ownership, potential savings, and improving cash flow.

- **Design and Implementation Services —** Our experienced team will use Dell Services' industry leading Best Practices for designing, implementing, and supporting an IP Telephony solution that meets your specific needs.

- **Procurement Services/Product Selection —** We have deep expertise on Cisco's IP Telephony solutions, and we also work with the other top equipment suppliers.

Benefits of IP Telephony:

- **Reduced Move, Add & Change (MAC) Costs —** Moves are accommodated by unplugging an IP phone from one port and plugging it into the new port. Changes are made simpler through browser-based administration and adds are fulfilled through auto registration of the new device on the network. All of these activities are made simpler, thus reducing the overall cost of support.

- **Reduced Infrastructure Management Costs —** No longer is there a need to maintain two separate support and management organizations. As the networks converge, so do the support and maintenance efforts.

- **Enhanced Network Monitoring —** The converged voice/data network can be monitored using standard network monitoring tools and services rather than expensive proprietary monitoring that often requires the monitored device to "phone home" to report an event.
- **Augmented Call Center Capabilities —** Using IP as the common transport mechanism increasingly simplifies the design and flexibility of the Call Center. IP Telephony also enables cost effective solutions for remote staff centers that previously required a significant capital spend for proprietary hardware and software.

Dell Services IP Telephony Services include:

- Business & Network Assessments
- ROI Analysis
- Engineering/Design/Implementation
- Product Selection and Procurement

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Understanding the unique needs of our customers and designing solutions that best fit their needs is what sets Dell Services apart from all the others. We use industry best practices and proprietary methodologies to ensure cost-effective, high quality solutions that deliver successful outcomes for our customers.

Applications   Business Process   Consulting   Infrastructure   Support

DELL Services