

Voice Over Internet Protocol: A Leap In Communication



Communication in the modern era has made life easier reaching any corner of the world, near or far, in no time. With revolutionary changes added rapidly to it, communication technology has leapfrogged time, taking trade and business to great heights. Voice Over Internet Protocol (VOIP) is a distinct addition to communication technology that makes business less complicated and less expensive.

With VOIP fast becoming the new way of communication, Vence, an IP based solution provider, offers a range of products and solutions to help one get connected with voice calls, voice mails, emails, faxes and videos on a single number, thereby enabling VOIP.

VOIP technology brings the telephone and the Internet to the same platform. It will be server based, where one can make and receive telephone calls or email, within or outside office. VOIP connects you to the network anywhere in the world enabling you to make calls free, cutting down the telecommunication cost drastically.

The technology is a great boon to business enterprises as they can access many services at a minimal cost, Sanjeeva Cooray, Managing Director of Vence said. He added that the technology integrates all communication devices - telephones, PCs and fax via the Internet or VPN. All office communication can be tuned into a unified communication system using VOIP and it can connect you wherever you are in the world. One can receive email, voice mail, local or overseas calls through VOIP technology. Another benefit is that with this technology the IT department can manage voice as well which is now mostly an expensive yet unmanaged resource.

Although VOIP was introduced in Sri Lanka by Vence several years ago, many still prefer to use the conventional PABX system, as they are not aware of the enhanced benefits offered by this technology, said Sanjeeva. As a solution to this we have now introduced a method to seamlessly integrate VOIP server to most high-end conventional systems.

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According to Sanjeeva, this technology is widely used in developed countries as it entails a host of benefits to the corporate world. It is cost effective as it brings all call centres or operators scattered within a business establishment under one roof, saving a lot of money.

The technology also ensures high definition voice quality and incorporates features such as those in a mobile phone. This VOIP solution is an enterprise class version, although concept wise, it is similar to Skype, which is a public network, Sanjeeva noted. For global business enterprises this technology is much more profitable as it can connect all their staff around the world with one operator, he further added.

Even Sri Lankan companies are at the receiving end, for VOIP can accelerate the growth of Business Process Outsourcing (BPO), in which Sri Lanka holds great potential. VOIP enables work from home or while travelling.

As long as the Internet is intact companies can get rid of most of their conventional communication devices with technologies such as VOIP sweeping through the trade and the corporate world.

Vence offers a range of solutions integrating telephones, digital signage, IP surveillance cameras, paging and pipe music into a single network infrastructure, enabling one to be connected with their day's work be it at office, home or anywhere in the world, thus providing greater convenience and efficiency.

