



Hosted IVR VS. In House Systems

Which system is best for my company?

When a client chooses to purchase an in house IVR system they take on the role of the telecom vendor. They must procure carrier relationships, train staff on support of the systems and provision each new service as they are added. Some clients already enjoy this expertise and are prepared for this. In these cases Voice4net assists the client in the procurement and the system implementation and then works on a support and hourly consulting basis during the term of the System Sale Agreement.

Most of our client's do not have or want this responsibility and look for a trusting and reliable relationship that can turn key the system on their behalf. This means NO capital expense and NO carrier headaches to deal with. Plus, when it comes time to expand the system or change to a new technology, this just happens as part of the deal. Our clients do not need to pay for additional ports, software or systems. We keep track of all traffic from all clients on a per minute basis and when expansion is needed we just install another system onto the network, at no charge to the clients. Or, if the client does not want to share traffic on the network, we can offer a dedicated/hosted environment where that client has its own systems and its own network. We offer a variety of choices and we always try to find the one that will work best for the desired result.

	HOSTED IVR	IN HOUSE IVR
Very Fast Implementation (within days)	✓	
No Up Front Capital Expense	✓	
Low Monthly Overhead	✓	?
No Stress on Existing Project Resources & Staff	✓	
No Carrier Interaction	✓	
No Equipment Installation Required	✓	
No Facility Expansion Requirements	✓	
Secured / Protected Environment	✓	?
Scalable Port Density - On Demand	✓	
Replicated Project Data - Off Site	✓	?
No Hardware / Software Support Requirements	✓	
24/7 Monitoring of Systems	✓	?
No IT Staff Training Requirements / Expense	✓	
Equipment Obsolescence Insurance	✓	

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