Your PBX in the Cloud

Developed for: You

Developed by: JKL5 Group

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Your PBX in The Cloud

There are two principle ways to bring Asterisk into your enterprise. The newest and most rapidly growing is called "Remote Hosted Telephony" (RHT). Often referred to as "cloud-based", this means that your PBX is not physically present anywhere in your enterprise. In fact, sometimes you don't even own physical phones on desks!

The Biggest Advantage

The biggest advantage usually derived by deploying Asterisk this way is that your capital expenditure costs can be very low, and indeed sometimes even, essentially, nil. Credible hosted solutions are run out of world-class data centers or use "grid computing" environments to ensure 100% uptime.

Little short of the proverbial *force majure* is going to prevent your PBX from being able to take calls. Your corporate Internet connection can be down, your data center blacked out, and a semi-trailer can have hit the telephone pole outside your office, and your customers can still reach your customer service IVR. In fact, if you have agents who are remote workers using software-based VoIP phones, your customers will still be able to have their calls answered.

That kind of reliability in a traditional customer-premised PBX solution is almost impossible to achieve without significant capital expenditures and substantial, on-going operational expenditures. In a "cloud-based" PBX situation, it is encapsulated in one monthly fee.

Managing your firewall and your VPN services for your "road warriors", who need to access corporate telecommunications resources while in the field, also becomes a thing of the past. Web-based user portals, simultaneous ring to mobile phones, and similar features, make whether your staff are in the office or on the road invisible to your customers.

Most of the time, fees for hosting services can be tailor-fit, based on the service needs of the business. As your business grows, you can easily add more extensions, services, and features as you require to meet your demands. There is no capital expenditure, just operational costs, which many smaller companies find much easier to balance on the books.

The Biggest Disadvantage

There is no "Cloud"; nothing magic is going on. Ultimately, you are using another vendor's developed IT resources and infrastructure to run your mission-critical voice infrastructure on. If you pick the wrong vendor – one who isn't committed to quality, customer service, responsive to issues you are facing – you could be in big trouble. You have to be sure that cheap pricing does not also mean cheap service.

Contact the JKL-5 Groupe, Inc.

We hope this Executive Summary has been of value to you. If you have any comments for us, suggestions for other Executive Summaries you would find useful, or if there is some way we can help you with your success, please contact us at one of the following coordinates:

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