

## SMB Smart Solutions™

Helping Small and Medium-sized businesses with Security, Productivity and Cost concerns.

# Voice over IP



### Problem

A medium-sized company has offices in the U.S. and India. They were unable to forward calls from the U.S. to individual staff members in India. There were unable to screen calls to answer important calls and they needed to wait for messages to be forwarded.

### Solution

ACS researched phone system options and interviewed and implemented a Voice Over IP solution, using MPLS, Frame Relay, Cogent and Aways.

### Results

Now employees from both offices just pick up the phone and use it to call each other and others as if they are making a call to the office next door. Caller ID, Call Forwarding and many other features are included.