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5 Things Your VoIP Provider Should Do for You



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For small businesses, communication with customers is key. Your phone system is a critical part of that communication. In a recent survey, 60% of consumers reported that they preferred to call small businesses over emailing, messaging on social media, or visiting the business in person.



When it comes to phone service, you need more than just phone service. Traditional landlines are simply outdated at this point. You pay a premium for poor call quality and no extra features. You have to pay even more to get set up with inflexible PBX systems to route calls. It's just not a good deal.

With the rise of digital phone service—known as Voice over IP, or VoIP—many businesses of all sizes have seen the benefits and made the switch, with many more doing the same each day.

VoIP works over your existing internet connection instead of standard landlines. It provides crystal-clear call quality and a boatload of features that make your business life easier without breaking the bank.

Before you go signing up for any old VoIP service, though, make sure you're getting the best service possible. Here are 5 things your VoIP provider should be doing for you:

1 Provide Free Phones

VoIP works over any type of phone, be it a standard landline phone (with a digital adapter), a Session Initiation Protocol (SIP) phone—the VoIP standard—or any mobile device or computer using VoIP software with an internet connection.



When it comes to your office, you'll want SIP phones to get the most out of your VoIP service. SIP phones aren't cheap, though. But what if you could get them for free?

You can, and you should! When you sign up for a 12-month commitment with DigiFone, you get your SIP phones at no cost to you—that's a \$129.95 value per phone. Everyone loves freebies, and when they could save you hundreds and even thousands of dollars, it's really a no-brainer to go with that option.



2. Be Available for Swift Support

When it comes to technology, something will inevitably go wrong somewhere—often at the worst possible time. That’s just how it goes. When your system does go down, you need to get back up and running as fast as possible. Downtime equals lost revenue, and that’s just bad for business.

Your VoIP provider should do more than just give you service. They need to be available for support. Whether you need remote help to walk you through the fix or onsite support to fix hardware, don’t be left hanging by one-dimensional service providers.

DigiFone is always available to help you when you need it. Our expert staff can diagnose issues remotely and dispatch technicians whenever needed. That kind of peace of mind is invaluable.

3. Save You Money

VoIP is inherently cheaper than landline service. Since VoIP works over the internet, you don't need to pay for additional lines to your business. You just use your existing internet connection. There are no big deployment or installation costs, which for business landline service can run you a few thousand dollars.



On top of the savings on startup costs, VoIP is cheaper than a business landline for your monthly service, too. A business landline plan could run you anywhere from \$30–\$70 per user per month, depending on your location and number of users. On the other hand, VoIP service will typically cost \$20–\$30 per user per month.

DigiFone has low startup costs at only \$69.95 per user, which includes installation and user training, and monthly charges of \$19.95 per user. You can also add an efax number for as little as \$9.95 per month and a digital phone menu for \$19.95 per month. With deals like those, you'd be hard pressed to find a better bang for your buck. Trust us—we've looked!



4 Assist You With Your Remote Workforce

As we found out this year, you never know when you'll suddenly have to deploy a work-from-home policy. You need your technology to be as flexible as your employees, and that's where VoIP shines.

With SIP phones, you can take them home, plug them into an ethernet cable, and it will work exactly the same as if it were in the office. You can make and receive calls, transfer to other employees at home, and utilize all the same great VoIP features like voicemail-to-text transcription and instant messaging.

With DigiFone's dedicated support, you can rest assured that your remote VoIP setup will go off without a hitch, and your business won't miss a beat.

5. Keep Your Records Secure

Information security is a huge concern for any business. It should be. Whether you're a small business or a large corporation, keeping your information safe needs to be a priority. For those in the healthcare industry, keeping your patients' ePHI safe is critical for HIPAA and HITECH compliance.



Since VoIP works over the internet, you need to make sure your VoIP gateway and router and your data storage devices are encrypted and protected from cyberattacks.

DigiFone's service is completely HIPAA compliant. If it's secure enough for HIPAA, you can rest assured it's secure enough for just about anyone. We use full encryption on all transmitted and stored data, and we can set up user-authentication protocols to keep sensitive phone data password protected.

DigiFone's Got You Covered

No matter the size or flavor of your business, there's no doubt that VoIP can help you. But, like everything else, not all VoIP providers are equal. Make sure you're getting the most out of your digital phone service by going with the provider who gives you everything you need—and that's us!

To find out more about what DigiFone can do for you, check us out at digifone.net and chat with a VoIP professional, or call us at 614-304-3986.

