



CONNECT YOUR WORLD



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## Understanding the Power of SIP Trunking and How to Harness It to Take Your Business to the Next Level

*Gary Ritacco of eComm Explains the Value of SIP on Small to Mid-Sized Businesses*

PHILADELPHIA/MALVERN, PA – January 15, 2008 – How can a communications protocol elevate your business? Consider the impact of Voice over Internet Protocol (VoIP) communications and its ability to lower costs and offer powerful new business applications. These two benefits alone are accelerating the adoption of IP based technology, also known as the convergence of voice and data, on a global level regardless of the size of company. Session Initiation Protocol (SIP) raises the bar of IP by adding intelligence to business processes and providing both users and IT departments with greater control over their communications.

SIP is an IETF (Internet Engineering Task Force), internet-based protocol originally designed for call set-up and control. According to the SIP RFC, the protocol defines how two or more end-points can negotiate to set up and control a communications connection that suits the capabilities of the devices and the needs of its users. In simple terms, SIP supports any form of real-time communication regardless of whether the content is voice, video, instant messaging, or a collaboration application. Additionally, SIP enables users to inform others of their status, their availability, and how they can be contacted before a communication is even initiated.

Many companies have made the transition to VoIP; however, most are only using it for communication on the LAN. In this scenario VoIP is only being used as a one-to-one replacement for traditional telephony. These

businesses realize a sound return on investment by lowering administrative costs as well as costs associated with calls made within the company. SIP trunking, on the other hand, provides a greater return because it takes VoIP a step further. For instance, full potential for IP communications can be realized only when communication is taken outside of an organization's LAN. SIP trunks thus eliminate the need for local PSTN (Public Switched Telephone Network) gateways, costly BRIs (Basic Rate Interfaces) or PRIs (Primary Rate Interfaces). Furthermore, it directly operates with existing IP PBXs so there is no need for additional hardware.

SIP trunking also offers a number of unique features that have a direct correlation on improving a company's productivity. These features include

- Enhanced 911 Service
- Disaster Recovery
- 411 Directory Assistance
- Interactive User Portal for setup and MAC's
- Multiple Location Interoperability
- Long Distance Bundles available as well as A La Carte as needed
- 800 Number

Essentially, SIP makes employees more productive, business processes more efficient, and customers more satisfied. In today's business world there are many communication channels, but with little or no integration between them. This presents a guessing game for users and a problem for management. SIP transforms communications into a single integrated tool determining how calls are handled and the manner in which they are routed. Communication is the lifeline of every company and SIP gives users complete control. As a result, SIP trunking has the ability to

increase profitability and give businesses a competitive advantage in their marketplace.

### **ABOUT ECOMM**

eComm is a single point of contact, full-service provider of converged voice and data business communications systems for business and critical care communications for hospitals and nursing care facilities; related networking applications; presence management, collaboration and messaging applications. The Company's diverse suite of products and services includes unified communications; voice processing and unified messaging software; audio, video and Web conferencing applications; workgroup and call center management solutions; Internet protocol (IP) telephony software; Computer Telephony Integration (CTI) applications and other communication services.

eComm also provides managed services, such as local and long distance calling services, networking; maintenance, leasing and support services for its products. It has a fully staffed customer care call center to provide instant access to its large lists of customers. eComm's customers include business enterprises, government agencies and non-profit organizations. Ecomm offers a comprehensive service partnership with its customers by providing excellent service 24 hours a day, 7 days a week through two strategically located sales and service facilities in Lancaster and Philadelphia/Malvern. Please call 800-372-4600 for more information or visit the eComm website at [www.askecomm.com/](http://www.askecomm.com/).