

Alpine Communications Hosted IP PBX

Alpine Hosted IP PBX is a perfect option for businesses seeking a feature-rich platform that previously was only available through larger, capital-intensive solutions.

Ideal company types for this hosted IP PBX include:

- Businesses with high-speed Internet access
- Virtual companies with many remote or self-employed staff
- Companies with branch sites and no PBX or key system solution

As technology continues to advance, Hosted IP PBX can offer businesses a variety of operational efficiencies so that the business can focus on what they do best instead of seemingly complex technology and communications issues. Additionally, the daily management of this hosted IP PBX is so simple to manage, upgrade, and adapt/personalize to your needs.

Some features that assist in creating this operations efficiency include:

- Auto Attendant
- Automatic Call Distribution
- Single Number Service
- On Demand Conferencing
- Unified Messaging
- Integrated Web Portal with click-to-call
- Call management (transfer/hold/return/forwarding)
- Last number redial and call back when free
- Call Park, retrieve and pick-up
- Distinctive ringing
- Call waiting notification
- Calling Number display
- Calling Name display
- Voicemail-VM to Email, VM to Text
- Group conferencing
- Notify Plus
- Terminating Call Manager (self-service call blocking)
- Live Weather Updates
- Music on hold
- Unwanted call blocking
- Malicious call trace
- SMS Alerts



Should I Consider a Hosted IP PBX

According to a Gartner research study, the average life of a PBX in a small/medium business (SMB) is 3-5 years – mainly due to the pace of change in the economy. Businesses are having to change their business model, adapt their working practices, or move location to continue to prosper. Is your business:

1. Expanding or contracting your workforce?
2. Opening/relocating offices?
3. Needing more features such as centralized voicemail or unified messaging?
4. Needing to offer higher levels of customer service?

Customers today expect a high level of service, and hosted solutions enable a business to have all the communications features and capabilities that have traditionally only been affordable to larger companies, which means they can provide better customer care while enabling more flexibility for employees.

Saving costs

IP-based telephony solutions are now mature enough for companies of all sizes to consider a move to Voice over IP (VoIP). According to Yankee Group, VoIP system solutions offer operational cost savings of over 20% compared with traditional telephony. Not only are call costs cheaper, but moves, adds, and change costs are vastly reduced. IP-based systems, especially hosted solutions, are also much easier to manage. With hosted IP solutions you pay as you need and pay as you use. This cost structure and approach reduces both operational and total cost of ownership, making your business more competitive in your respective market.

Case Study

There was a real estate agency based in a larger town with several smaller branch offices in neighboring towns. Around 40 people are based at the head office, with 3 to 5 staff working at each regional branch. The manager/ owner of the business was uncertain about technology change and wanted a reliable telephony solution, particularly since the company does not have much technical expertise.

The Solution - An IP VPN running over a wide area network (WAN), connecting the head office initially to just a few of the branches. IP phones have been provided for all employees. In addition, staff have softphones on their PCs or laptops.

The Result - The real estate agency now has a state-of-the-art IP-based telephony and data solution that works alongside the analog PBX system in those branches that have not been upgraded.

Importantly, head office and every upgraded branch have been able to retain their existing geographic numbers.

The fact that employees are now able to collaborate effectively has made a huge difference to the way the company is run. Branches can share information about properties and buyers much more efficiently. The manager/owner is particularly impressed by the support for mobility - no matter at which location, staff use their IP phones, their calls get billed to them.

Overall, subscribing to the VoIP for Business service has been a great success, and the company is now planning to roll out the solution to all its branches.



For a free consultation to learn more about how this Hosted IP PBX solution can help you operate more efficiently, collaborate/communicate better, and potentially save on operating expenses, reach out to:



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