



Year of Voice over IP

CGNET's VoIP Assessment Service Provides the Answers You Need

More and more organizations are switching to Voice over Internet Protocol (VoIP), as they discover savings on telephone costs, useful new features and applications, or both. But the process is not necessarily inexpensive: equipment must be purchased and installed; LANs, even buildings, may have to be reconfigured and rewired. And, in some cases, the eventual benefits do not yet justify the investment. Is delaying the transition to VoIP a prudent choice or a missed opportunity?

Moreover, it's not just as simple as "switching to VoIP." When you start considering the problem, you immediately confront a blizzard of alternatives: Is letting your users sign up with Skype or Vonage enough? What about issues of security, control, and transparency? Do you choose a pure or hybrid PBX? Do you VoIP-enable your whole operation or just your international connections? Should you integrate VoIP with other services, such as conferencing, video conferencing and instant messaging? The questions go on.

Nonprofits, foundations and NGOs often have special issues with regard to VoIP, because:

- They often have small IT and telecom staffs with a great number of responsibilities and little time to take on major technological migrations.
- Their offices and needs for IT support often are widely dispersed, despite their limited IT budgets.
- They have a special mandate to curb administrative and communications costs, to deliver the maximum benefit to their beneficiaries.

To assist nonprofits, foundations and NGOs with these choices, CGNET now is offering the CGNET VoIP Assessment Service. This service combines a personalized investigation of your facilities with industry-wide trend analysis to provide a comprehensive assessment of your organization's potential risks and benefits from switching to VoIP.

"CGNET has produced a high-quality study of voice technology trends, their integration with data, and how they can be used in DFID. We expect the study to be of great value as we continue to improve DFID's communications capabilities, leading to organizational improvements and potential cost reductions."

-Simon Jones, Head of Information Systems, UK Department for International Development (DFID)

"CGNET's VoIP assessment is splendid. It confirmed a number of suspicions we had about costs, and the various upgrade paths. It was particularly useful in the realm of QoS, strain on LAN resources, and call quality. The section on use of MPLS was fascinating, and new to us. It will help us enormously in educating management and users about the challenges of enterprise VoIP."

-Dan Hinckley, Electronic Communications Coordinator, World Conservation Union



CGNET

1170 Hamilton Court
Menlo Park, CA 94025 USA

Tel: +1.650.833.6000

Fax: +1.650.325.2313

E-Mail: info@cgnet.com

Web: <http://www.cgnet.com>

CGNET's VoIP Readiness Assessment Provides Independent, Unbiased, Customized Answers

The service includes:

- A comparison of current and anticipated costs for local, long-distance and international call charges, with and without VoIP
- An inventory of your organization's LAN(s) and WAN(s), in terms of how ready they are for VoIP and how they can be upgraded
- An analysis of what VoIP features and applications would be most useful for your organization, based on interviews with your staff
- A survey of current products and trends in the VoIP industry, to indicate what's available now, and what's coming soon
- A custom implementation strategy for your organization

Unlike other services, which are largely aimed at the Fortune 1000, CGNET's VoIP Readiness Assessment is based upon CGNET's 23-year history of serving nonprofits, foundations and NGOs with the best values and highest reliability in voice and data solutions.

CGNET has recently completed assessments of this kind for organizations such as the UK's Department for International Development (DFID) and Canada's International Development Research Centre (IDRC), and it has implemented VoIP services for organizations such as the NetHope Consortium and the CGIAR.

CGNET's assessments are completely vendor-neutral. This allows the customer to avoid any bias that may creep into a study done by a vendor with a particular line of VoIP equipment or services to sell, as well as any general bias to adopt new technology.

The CGNET VoIP Readiness Assessment enables your organization to:

- Estimate the potential Return on Investment from adopting VoIP
- Coordinate your organization's efforts under a comprehensive plan
- Control individual adoptions of products such as Skype
- Get the best value out of VoIP features and applications
- Be confident that your organization will be adopting the right amount of VoIP at the right time

Contact us for a discussion with our specialists about how we can provide an assessment for your organization. Call us at +1 650 833 6036 or send email to sales@cgnet.com.