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# Converged Technology: A Cost-Effective Alternative to VoIP Phone Systems

These days, most Fortune 1000 companies are using native or pure VoIP (voice over Internet protocol) systems to enhance worker productivity, customer service and their competitive advantage. However, high bandwidth data channels are often utilized to transmit data, voice and video to the enterprise. And this high level of connectivity comes at a price that unfortunately most small to medium sized businesses cannot afford.

With converged technology, small to medium sized businesses (SMB) can now deliver a more cost-effective IP telephony solution. Converged IP combines TDM (Time Division Multiplexed)

and VoIP technology to deliver communication applications to the workplace. This converged approach provides end users with many options to upgrade existing TDM technology to the latest VoIP technology while reducing capital expense.

Using native IP technology can be expensive for SMBs since most data networks are not engineered for voice traffic, and transitioning the entire enterprise to voice could mean expensive infrastructure upgrades. Using a converged approach however, is a cost-effective alternative that would allow TDM resources to be applied

while VoIP resources can be deployed where they are most needed.

Existing TDM resources can also be upgraded with new IP technology to deploy a remote worker with a voice and data connection using a common DSL line. This enables teleworkers to access the same system features and applications that are available to them in the office. Deploying teleworkers is a "big business" method to reduce OPEX.

For SMBs, converged technology brings the power of IP within reach. With the combined benefits of TDM/IP technology, SMBs get the best of both worlds – advanced technology and productivity-enhancing capabilities at a fraction of the cost.

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