

The world of telecoms is changing rapidly.

AT the moment (2011) we are seeing the following trends:

- a relentless move from fixed-line phones to Internet-connected phones (VoIP)
- increased use of mobile and smartphones in business
- hosted switching - where call routing takes place at a central managed facility rather than at a privately owned switch (PABX)
- Phone systems are no longer tied to one physical location (e.g. the office) – members of staff can now work from home as effectively (or more) than working in the office
- Organisations with more than one branch location can now be fully integrated with a single phone system spanning all branches

The new buzz word is UC (Unified Communications) where all types of interaction converge, including phone calls, SMS text, instant messaging, voicemail, email and so on).

Modern phone systems are moving rapidly towards the provision of these facilities.

The Revo phone system is a hosted VoIP solution and gives all of these benefits (and more).

