

## **UK VoIP Service Provider Voipfone Creates the Ultimate Virtual Green Office**

*Voipfone, a top UK VoIP Service Provider, offers services that enable small businesses to have less impact on their environment, lowering their carbon footprint. This helps many businesses become more profitable and enables their employees to have a better quality of life.*

London, England (PRWEB UK) 20 May 2013 -- These are large claims, but they are also real; [Voipfone](#) uses its own technology to create a profitable company with no physical offices - all their employees are home based and they sell their services to many thousands of other small businesses.

Many of these businesses are now using Voipfone in equally environmentally sustainable and innovative ways and creating profitable businesses for themselves.

Voipfone creates [telecommunication services](#) that allow small businesses and individuals to communicate effectively and freely between their employees, customers and suppliers and anyone else – anywhere; mostly for free.

The fact that their customers can be anywhere at all and that communicating between them is free means that they can locate anywhere and hire the best people wherever they are. Their employees can work wherever they are most comfortable – which is normally their home.

Voipfone has found that when employees can choose where they want to live, they tend to stay with the company longer and are more productive. As a consequence Voipfone's staff turnover is zero – no-one has ever left Voipfone.

Because Voipfone has no offices, it impacts the environment far less than it would if it were a traditional business where employees travel to and fro every day. Less commuting to and from work means a much reduced carbon footprint and far less personal stress.

“Personal travel accounts for around a quarter of all damage individuals do to the environment, including climate change effects.” - Directgov “Teleworkers reduce their mileage between 48-77 per cent on teleworking days.” - Department for Transport.

Hampshire County Council found evidence of a 'contracted action space' amongst those working from home - teleworkers tend to use amenities such as shops and gyms closer to their house, leading to further environmental benefits.

Many of Voipfone's customers have replicated its way of working or have invented their own, using its technologies creating sustainable business models as well as cleaner businesses.

A good example of the kind of new businesses benefiting both industry and society that Voipfone's technology enables is the Virtual Assistant.

Here individuals, provide secretarial, PA and other office services remotely. This sort of business is attractive to those working from home, looking after young children or caring for elderly parents.

The most common form is a call answering service where teams of VAs take calls from individuals or a company on a full time basis or for spillover at peak periods.

The biggest challenges for this kind of service used to be getting the call from the client to the VA without the caller knowing that it was being diverted. Then there was the difficulty that the VA couldn't easily tell which of her many clients' numbers is being called so that she could answer it appropriately. (She could only see the number of the caller, who could be anybody of course.)

Solving these problems used to be costly and difficult and made it a game for only big companies and rich clients - but with Voipfone it becomes simple, immediate and, frankly, very cheap; which opens the market to more users and more VAs offering more personalised services.

More information about Voipfone for Virtual Assistants here: <http://www.voipfone.co.uk/voipfone-for-virtual-assistants.php>

These kind of services create extremely flexible and convenient ways of working as VAs can fit their work to the time they have available. If kids need picking up from school, calls are simply switched to another available VA.

Voipfone's digital technology is clean and sustainable and Voipfone was a UK CEED e-Wellbeing Finalist in 2009.

UK CEED is a charitable foundation established in 1984 by leading figures from the business, government and scientific communities. The National eWell-Being Awards are unique in celebrating the social, economic and environmental benefits of Information and Communication Technologies (ICT).

The aim is to identify and promote the most innovative uses of ICT by local authorities, businesses, third sector organisations and academic institutions. Voipfone's billing, payments, back office, customer support and management systems are all on line and securely accessible to employees.

Customer ordering, invoicing and account managements systems are all web based too. All this makes Voipfone's entire operation paperless. With the exception of delivering hardware to customers, Voipfone never need to physically mail customers or suppliers. As it does no marketing, it never sends junk mails or flyers. By becoming a totally remote working, virtual company, Voipfone's costs are much lower than their competitors.

This is genuinely innovative in the [telecommunications industry](#) and creates real competitive advantage, which compels Voipfone to constantly improve its environmental practices - not just because it's the right thing to do, but because it also makes commercial sense.

Since incorporation back in 2004 the company has won many awards for its services including: 2013 Queens Award For Enterprise Innovation, This is the highest accolade for any UK business. 2013, Institute of Customer Services Award for Customer Focus, An unheard of achievement for a telephone company. ITSPA (the Internet Telephony Service Provider's Association) best Business VoIP Provider award in 2010, 2011, 2012 & 2013 and the ISPA (the Internet Service Provider's Association) Best Internet Telephony Award in 2012.

Notes To Editors

Voipfone is an [Internet telephone service](#) provided by iNet Telecoms Ltd, which was founded in 2004 by Internet entrepreneur Lee Rose from Ashford Kent. The company is now jointly owned by Lee, and his business partner and current CEO Colin Duffy from Brighton East Sussex and was formed to develop the latest voice over Internet technologies. It offers web-based, self-service and low cost, high-quality services that have more advanced features than the old public switched telephone network (PSTN).

VoIP stands for Voice over Internet Protocol and is a way of sending telephone calls over the Internet and other networks.

It's a new technology, which is transforming telecommunications globally. Until VoIP was invented, telecommunications was the province of governments and large corporations but, since the turn of the millennium, it's being used by a few innovative companies to provide new and unique telephone services and is changing the way the industry is structured.

- Voipfone is a virtual company with no main office. It employs 25 staff - up from seven in 2008 - and turned over £2.3m last year, making a profit of £400,000.
- As a recent winner of The Queen's Awards the directors are invited to a special reception at Buckingham Palace.

They can also use The Queen's Award Emblem in advertising, marketing and on packaging for five years as a symbol of their quality and success. The awards are made annually by HM The Queen, and are only given for the highest levels of excellence demonstrated in each award category.

Wikipedia: <http://www.wikipedia.org/wiki/Voipfone>

Forum: <http://www.voipfoneuserforum.com>

Blog: <http://www.voipfoneblog.co.uk>

YouTube: <http://www.youtube.com/voipfone>



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**Online Web 2.0 Version**

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