Appendix 1: - Typical VOIP connectivity solutions

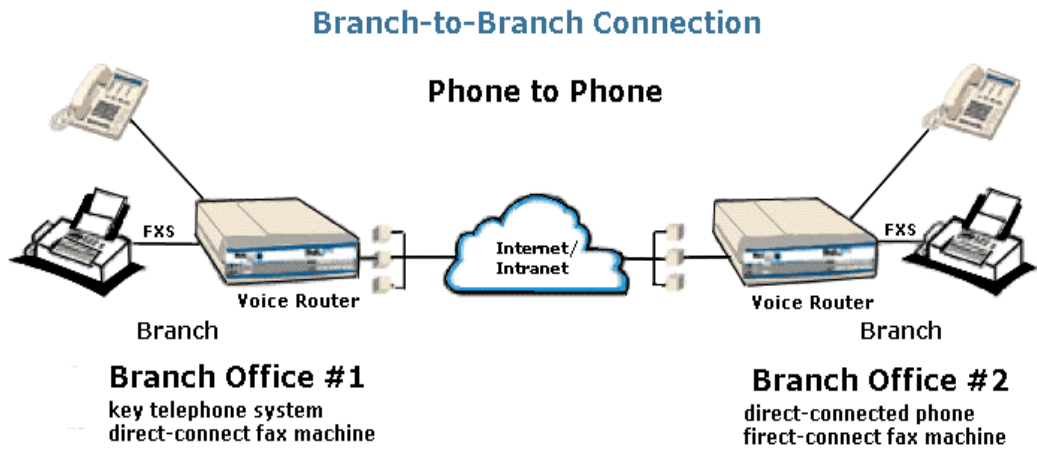

Figure 1 : Branch to Branch
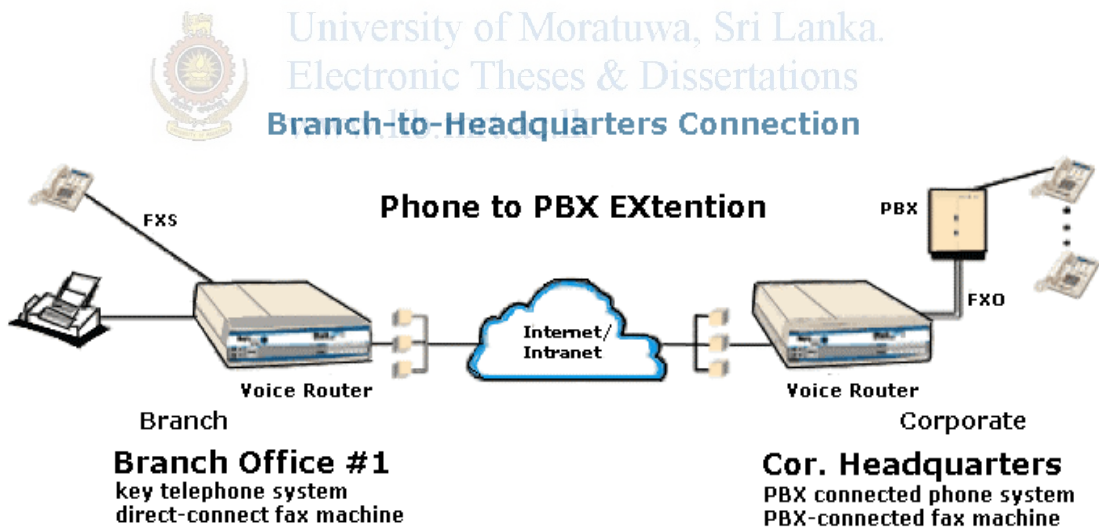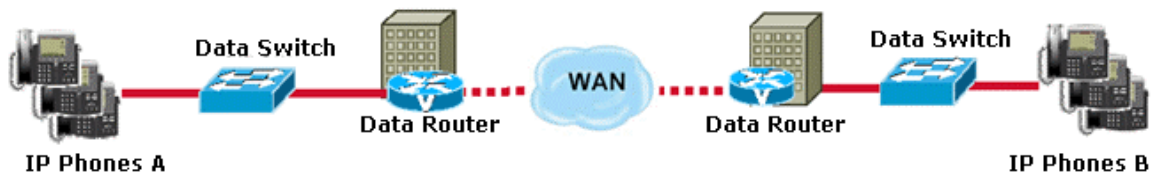

Figure 2 : Branch to Headquarters

Figure 3: Typical IP Telephony Solution

Appendix 2:- Research Questionnaire

Research Questionnaire – Adaptability of VOIP Technologies in Sri Lankan Enterprises

The following questioner is purely for getting information about your VOIP implementation for the purpose of the above research.

Please tick your choice for the following questions.

Organizational Factors

Q 1) Number of remote branches/factories you have?

1) None
2) 1-5
3) 6-10
4) 11-15
5) 15<

Q 2) Use of centralized service departments

1) Very Low
2) Low
3) Moderate
4) High
5) Very High

Q 3) How often remote branches/factories talk to H/O and each other

1) Very Low
2) Low
3) Moderate
4) High
5) Very High

Q 4) Do you have separate networks for Voice and Data

1) Yes
2) No

Q 5) Level of required connectivity between remote branches /factories for data
  Applications and use of centralized IT resources

  1) < 20% of time
  3) 20%-40%
  4) 40%-60%
  5) 60%-80%
  6) All the time

Q 6) How did the top management see the deployment of VOIP in your organization

  1) Just another implementation
  2) Can be Useful
  3) Useful
  4) Important
  5) Very Important

Q7) Level of top management support in deploying the VOIP system

  1) Very Low
  2) Low
  3) Moderate
  4) High
  5) Very High

Technology Factors

Q 8) What fraction of you IT budget did you spend on implementing the VOIP system ?

  1) < 20%
  2) 20%-40%
  3) 40%-60%
  4) 60%-80%
  5) 80% <

Q 9) How did you find user training on the new system ?

  1) Very Difficult
  2) Difficult
  3) Quite Ok.
  4) Easy
  5) Very Easy

Q 10) How did you find maintaining single network for voice and data (If you have only single network) or maintaining VOIP network ?

    1). Very Difficult
    2) Difficult
    3) Moderately Easy
    4) Easy
    5) Very Easy

Q 11) How often do you experience service downtime of your VOIP system/network?

    1). Very Often
    2). Often
    3) Moderate frequency
    4) Rare
    5) Very rare

Q 12) How often do you experience degraded voice quality?

    1). Very Often
    2) Often
    3) Moderate frequency
    4) Rare
    5) Very rare

Q 13) How have your VOIP equipment coped with our Sri Lankan environment (Specially with lightening)

    1) Very Poor
    2) Poor
    3) Moderate
    4) Well
    5) Very well

Q 14) Did you find it complex to implement the VOIP system ?

    1) Very Complex
    2) Complex
    3) Moderate
    4) Easy
    5) Very Easy

User attributes

Q 15) What is the level of prior experience of your IT staff on VOIP

1) Not aware
2) Heard of it
3) Seen it in operation
4) Worked with it
5) Implemented it

Q 16) What is the general IT technical competence of your IT staff

1) Very Low
2) Low
3) Moderate
4) High
5) Very High

Q 17) What is your IT staff's approach to new technology

1) Very Reluctant
2) Reluctant
3) Mixed feelings
4) Positive
5) Very Positive

Industry Factors

Q 18) How long have you been in business in the industry

1) Very Recently (1Yr>)
2) Recently(3yrs>)
3) Some time back (10 Yrs>)
4) Long time back (15Yrs>)
5) Very Long time (15Yrs <)

Q 19) How do you differentiate your company

1) One of the very few in the industry
2) Part of a large group
3) Innovative Products / Services
4) New Technology
5) Quality Customer Service

Q 20) Level of competition within your industry

1) Very Low
2) Low
3) Moderate
4) High
5) Very High

Direct & Indirect benefits

Q 21) Overall cost effectiveness

1) Very Poor
2) Poor
3) Negligible
4) Good
5) Excellent

Q 22) Communication Cost Reduction

1) Very Poor
2) Poor
3) Negligible
4) Good
5) Excellent

Q 23) Enhancement of time saving

1) Very Poor
2) Poor
3) Moderate
4) Good
5) Excellent

Q 24) Increased Productivity

1) Very Poor
2) Poor
3) Moderate
4) Good
5) Excellent

Q 25) Enhancement of competitive position in industry

    1) Very Poor
    2) Poor
    3) Negligible
    4) Good
    5) Excellent

Q 26) Overall satisfaction

    1) Very Poor
    2) Poor
    3) Negligible
    4) Good
    5) Excellent

Q 27) Improved communication

    1) Very Poor
    2) Poor
    3) Negligible
    4) Good
    5) Excellent

………………………………….
Name & Signature
(If possible please stamp your company seal)

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