

# Improving the IP-PBX

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October 08, 2007

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One of barriers to sustaining an IP-PBX is the ‘traditional’ hard drive with moving parts. Any IP-PBX with a traditional hard drive especially if it is running on VxWorks, any Microsoft OS or Linux is very susceptible to higher maintenance costs, down time and disruptions in service.



This isn’t just another old song about why “stored program control” is more than marginally superior to any phone system running on a hard drive. Instead, it seems that **SMART Modular Technologies**, **SanDisk** and **Samsung** are big players in the new solid-state flash drives for laptops and network appliances.

The solid-state flash drives are superior to the ‘traditional’ hard drives and it’s a similar adaptation that Nortel made long ago when they introduced the StarTalk Flash voice mail systems. Back then, the biggest objection to the product was the voice quality was notably cut a notch but the cost differential made it easy for customers to switch or opt to buy the StarTalk Flash products.

**PBXNSIP** is using a flash drive in their SMB **CS410** product. I know a couple of other IP-PBX manufacturers that have flash drives in the works for their SMB products. Using the solid-state flash drives should lower the TCO and decrease the true cost of maintenance while improving the reliability of any IP-PBX platform. I think for the SMB market there are huge implications to driving more IP-PBX sales. The L-Enterprise IP-PBX will present some challenges for flash drives but most of the telephony market still hangs in the SMB space. The adaptation of flash drive technology makes sense.

The question is why? Traditional hard drives are spinning pretty fast and a small disruption may not corrupt or kill the drive the first, second or even third time- but eventually, the same disruptions will likely keep reoccurring and the system will soon enough go hard down. **Power, Power, Power**- that’s what it’s all about and it’s not getting any better with the power grid we all use today.

The IP-PBX with a hard drive that has moving parts is a time bomb. I wore out a truck proving it and even with the best power protection in place- it still isn’t enough. Manufacturers place their “proprietary operating system” in this spinning, moving device and when that device fails all the users remember the name of the manufacturer and the guy who sold them the IP-PBX.

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