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Choosing the Right Phone

Solution for Your Business:

On-Premise vs. Cloud-Based

On-Premise

Your phone system is at your location and you are responsible for installing and maintaining.

Cloud-Based

Your phone system resides in the cloud using your Internet connection with no on-premise hardware or software to install or maintain except for phones.



Costs

Up to 40% more costly than cloud-based, requiring cabling, hardware, closet space, electric & cooling

Pay in advance for planned growth

Multiple locations require multiple phone systems

Pay for all upgrades & maintenance

No hardware costs except the phones themselves

Pay ONLY for what you need & use

Multiple locations are supported by one phone system in the cloud

Most features & upgrades are included in cost



Installation

Time-intensive setup, requiring installing significant hardware

Quick & easy setup and installation



Scalability

Harder to scale, requiring thorough planning (and a crystal ball)

Takes weeks or months to add or delete phone lines

Scales to your needs as you grow, using exactly what you need, when you need it

Phone lines can be added or deleted in a matter of minutes



Maintenance

Requires an IT specialist to manage & make changes

Other than phones, no maintenance required



Upgrading Features

Time to market = Varies

Upgrades require manual updates from an IT specialist

Time to market = Immediate

All upgrades are made available automatically through the cloud



Mobility

No mobile compatibility, making it more difficult to accommodate a mobile workforce

Anyone can connect from multiple devices with an Internet connection, making it easy to extend to a remote workforce



Disaster Recovery

Redundancy is possible, but costly

Recovery is typically slower, negatively impacting customer experience

Built-in failover in the event of Internet or power loss

Calls automatically rerouted to other data centers so customer experience is not affected

With a cloud-based solution, your business can take advantage of the following benefits:

- **Lower cost**
- **Faster setup**
- **Faster scalability**
- **Faster time to market with new technology**
- **No maintenance**
- **More mobility**
- **More reliable**
- **Disaster recovery**