



Subject: Cloud-Hosted PBX vs. On-Premise PBX

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Cloud-Hosted Benefits:

- Lower initial out-of-pocket costs for Cloud solutions.
- All service responsiveness is remote and does not require on-site service visits.
- New feature/functionality releases are included at no charge, so technology truly stays current for all users.
- All software upgrades, repairs, warranties, programming changes & training are included at no add'l charge.
- Moving, expanding, or relocating is a simple process, with no need to purchase expanded hardware or incur expenses
- Disaster Recovery events have minimal effect as calls can be easily re-routed to other desktop phone users.
- Expensive Voice (dialtone) circuits are unnecessary, and can be eliminated to reduce overall costs.
- Work-at-home, branch locations, and remote users are available at no cost.
- Dependency on building power, voice circuits, & PBX hardware is no longer a failure point in Cloud solutions.
- Current Mitel MiCloud Connect promotions allow for FREE IP Telephones for all users, with no installation costs.



Premise based PBX limitation:

- Controller Hardware equipment failures impact the entire premise system up-time.
- Software upgrades, patches, and new releases must be continually added to stay current, at an additional expense.
- System upgrades must be performed on-site with service visits from vendor at additional expense.
- System repairs required on-site service calls and system downtime is increased.
- Voice (Dialtone) circuits create another potential failure mechanism as well as an increased expense.
- System applications typically run on independent servers, forcing upgrades, licensing, and maintenance support.
- Disaster Recovery is impacted by: Power, Voice circuit uptime, and on-site PBX hardware
- Annual maintenance contracts and Software Assurance licensing is an added expense to premise solutions.
- Expansions, relocations, involve additional expense to expand and support added Control Equipment hardware.