Choosing the Right Phone Solution for Your Business:
On-Premise vs. Cloud-Based

The right phone solution plays an important role in the success of your business. There are two options to consider for your business phone solution: on-premise or cloud-based. Understanding the key differences between the two options can help you make the right decision for your business and to get the most value from your investment.

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

On-Premise	Cloud-Based
Up to 40% more costly than cloud-based, requiring cabling, hardware, closet space, electric & cooling	No hardware costs except the phones themselves
Pay in advance for planned growth	Pay ONLY for what you need & use
Multiple locations require multiple phone systems	Multiple locations are supported by one phone system in the cloud
Pay for all upgrades & maintenance	Most features & upgrades are included in cost

	On-Premise	**Cloud-Based**
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