



On-premise vs. Cloud-based

On-premise

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

Costs

- Up to 40% more costly than cloud-based, requiring cabling, hardware, closet space, electricity, and cooling
- Pay in advance for planned growth
- Multiple locations require multiple phone systems
- Pay for all upgrades and maintenance

Installation

- Time-intensive setup, requiring the installation of significant hardware

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.

- No hardware costs except the phones themselves
- Pay only for what you need & use. Scale up or down on demand.
- Multiple locations are supported by one phone system in the cloud
- Most features and upgrades are included in cost

- Quick and easy setup and installation due to minimal hardware deployment

On-premise

Cloud-based

Scalability

- Harder to scale, requiring thorough planning (and detailed, accurate forecasting)
- 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 and 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 is immediate
- All upgrades are made available automatically through the cloud

Mobility

- Implementing mobile compatibility is extremely complex and expensive, 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
- Geo-redundancy, while possible, requires double the space, hardware, software, and capital
- Built-in failover in the event of Internet or power loss
- Calls automatically rerouted to other data centers so customer experience is not affected
- Geo-redundancy is built in, with no need for a capital outlay for space, hardware, or software

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

- Lower cost
- Faster time to market with new technology
- Simple and cost effective mobility solutions
- Automatic updates
- Faster setup
- Only pay for the hardware and services you use
- More reliable disaster recovery
- Eliminate the cost of future-proofing
- Improved scalability

How to Switch

Interested in switching to True Dial? **Call 304.244.4480** to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.