

Guide

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The Battle Between Cloud and Premise-Based Unified Communications



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Introduction

The following is a side-to-side comparison of how Fuze's cloud communications delivery model compares to traditional premises-based systems. In both the short-and long-term, Fuze makes strategic sense for forward thinking enterprises looking to consolidate communications applications to drive better business decisions, enhance sales, deliver more responsive customer service, and increase shareholder value.



Key considerations

- All-inclusive subscription fees vs. expensive on-premises equipment, annual licensing fees, and maintenance
- The ability to reduce or completely eliminate capital-intensive upfront and ongoing hardware costs
- The ability to reduce or completely eliminate IT support and staffing
- The ability to eliminate costly, disruptive, and time-consuming upgrades
- The ability to eliminate software

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	Fuze	On-premises legacy PBX
Upfront costs	<ul style="list-style-type: none"> No initial capital expenditures beyond IP phones and enabling network components Eliminate or reduce costs associated with employee resources and hardware/software maintenance costs 	<ul style="list-style-type: none"> High initial capital costs for onsite hardware and software Additional costs for maintenance agreement Additional costs for internal management
Upgrade flexibility	<ul style="list-style-type: none"> Seamless, automatic, and frequent updates included in subscription fee Enhanced user acceptance and reduced / eliminated training costs due to frequency, transparency, and incremental nature of upgrades 	<ul style="list-style-type: none"> Features can only sometimes be added beyond initially purchased functionality Additional functionality may add to system complexity Additional functionality may result in integration or management issues
Feature set	<ul style="list-style-type: none"> Best-in-class IP-PBX features and functionality today and in the future Ongoing development of new features and functionality including integration of thirdparty applications 	<ul style="list-style-type: none"> New features / functionality limited to equipment capabilities and resource availability New features may be offered - but at an additional cost
Implimentation / development speed	<ul style="list-style-type: none"> Rapid deployment – In just a few days or weeks Eliminates need to acquire hardware, configure it, and test it Easily add new users, new sites/locations, and new features/functionality Ability to deploy incrementally and quickly as business dictates 	<ul style="list-style-type: none"> Typical installation can take many months and is costly and resource intensive Additional equipment needed for remote offices
User adoption	<ul style="list-style-type: none"> Familiar user interfaces speed adoption Actionable usage reports readily highlight any user adoption gaps, allowing quick resolution 	<ul style="list-style-type: none"> Poor adoption rates despite end user training and enhancement to user interfaces Poor user adoption; especially true of remote offices and sites
Support	<ul style="list-style-type: none"> Included in subscription Potential for reductions in overall support costs, including head counts and third-party support personnel Ability to proactively redeploy IT resources to other projects Ability to eliminate technical support costs Ability to greatly reduce help desk staff because of enhanced usability 	<ul style="list-style-type: none"> Additional costs for maintenance agreements Additional costs for internal staff, third-party support cotracts, or consulting
Security	<ul style="list-style-type: none"> Highly-secure and protected service implementation Advanced security technology and best practices Secure connectivity options via point-to-point, MPLS, or VPN Full monitoring of service delivery QoS service guarantees 	<ul style="list-style-type: none"> Owner assumes all responsibilities and potential risk