

Hosted PBX vs. IP PBX

| Attribute | Hosted PBX | IP PBX |
|--------------------------------------|--|---|
| Scalability | <ul style="list-style-type: none"> Essentially Unlimited | <ul style="list-style-type: none"> Typically, 1-10K users Limited number of IP Phones |
| Multi-Site Networking | <ul style="list-style-type: none"> Uniform Dialing Plan Full Feature Set Centralized Management | <ul style="list-style-type: none"> Hard-to-manage Dial Plans Limited Network Features Service Islands |
| Total Cost of Ownership | <ul style="list-style-type: none"> Lower Cost with Outsourcing | <ul style="list-style-type: none"> Higher Costs Overall: Staff and Support, Access (PRI vs. T1), Limited CPE Choices |
| Open and Standards | <ul style="list-style-type: none"> Open and 3rd Party CPE SIP-Based | <ul style="list-style-type: none"> Limited, Closed CPE Major Proprietary Content |
| Reliability, Resiliency and Survival | <ul style="list-style-type: none"> Carrier Grade Platform (Typically well over five 9s) Cost Borne by Service Provider Sun Solaris and other mission critical elements Robust IP networking, including geographic redundancy | <ul style="list-style-type: none"> Typically five 9's by complex, expensive methods Cost borne by enterprise Use of Windows and other less-hardened elements; Unix/Linux use growing Software reliability and churn remain an issue |
| Technology Risk | <ul style="list-style-type: none"> Borne by Service Provider | <ul style="list-style-type: none"> Borne by Enterprise |
| Operations and Management | <ul style="list-style-type: none"> Centralized System Management Located at CO and/or Data Center Support Multi-Location and Multi-Tenant Usage | <ul style="list-style-type: none"> Separate Management Systems Located at Customer Site Typically Supports Single Site, Non-networked |

Source: Delphi, Inc.

As shown in the above chart contrasting the essential attributes in Hosted PBX and IP PBX shows clear advantages of Hosted PBX.

Hosted PBX enables businesses to:

- Minimize costly upfront investment in equipment
- Reduce costs related to staff and support of premise based PBX and
- Reduce management headaches

The feature-rich of Hosted PBX help business and work-force with:

- Improved efficiency
- Increased productivity
- Provide flexibility with a built-in future proofing of technology