

On-Premise vs. Cloud-Based

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# Which Phone System is Right for Your Business?

***Interested in Switching to iCloudConnect? Call 844-333-4678 to receive a customized quote based on your unique business needs.***

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## ON-PREMISE VS. CLOUD-BASED

When choosing a phone system, businesses are often faced with one critical decision: Go with an on-premise or cloud-based solution?

With an on-premise solution, your phone system is centrally stored at your location, and you're responsible for service and maintenance. On the other hand, a cloud-based solution uses your Internet connection to connect to the cloud, requiring no additional hardware except for phones.

Let's take a look at the features of both options, to help you decide which is a better fit for your business.



## On-premise

## Cloud-based

### Costs

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

### Installation

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- Time-intensive setup, requiring the installation of significant hardware
- Quick and easy setup and installation due to minimal hardware deployment

### Scalability

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- 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 quickly

### Maintenance

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- Requires an IT specialist to manage & make changes
- Other than phones, no maintenance required

### Upgrading Features

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- 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

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- Mobile compatibility is complex & expensive
- Anyone can connect from multiple devices

### Disaster Recovery

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- 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

