HotBed's Hosted PBX Service vs. On-Premise Phone Systems

Business Benefits		
	HotBed's Hosted PBX	**On-Premise Phone System**
Pricing	• Starts from $9.99 to $29.99 per user • Includes migration, support, phone numbers, all features, unlimited calling to the US	• Equipment costs range in the $1000s • Service prices vary based on capacity and service provider
Capital Investment	• No capital expenditure beyond the phones themselves.	• Requires considerable upfront capital investment in equipment and software, technicians and wiring.
Operational Costs	• Flat per-user fee • No charge for maintenance, upgrades or licenses • Unlimited calling across the US* (with unlimited version)	• Requires ongoing maintenance, upgrades and license costs • Local and long distance calls incur telco charges
Reliability	• Hosted in enterprise-grade datacenters • 24/7/365 infrastructure monitoring • Build with best-of-breed components • Connected by top-tier providers • Multiple datacenters ensure business continuity	• Reliability is limited by the capabilities of your IT resources • Reliability is also limited by the response time of your IT resources, technicians, and telco
Onboarding & Migration	• Free migration • We port all of your numbers • We set up your users • We configure your phones	• Vendor charges for migration and onboarding as part of installation and integration costs.
Support	• Phone calls returned in less than 30 minutes • Emails answered in less than 1 hour • Access to robust knowledge base	• Your IT staff manages the equipment • Support is limited by the response time of your IT resources, technicians, and telco

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Calling Features		
	HotBed's Hosted PBX	**On-Premise Phone System**
Automated Attendant	✔	✔
Hunt Groups	✔	✔
Desktop App Support	✔	✔
Mobile Softphone App Support	✔	• Depends on vendor capabilities
Mobility	• Includes Find Me/Follow Me • Includes voicemail-to-email	• Depends on vendor capabilities
Conferencing	• Comes with HotBed's SmartConferencing • Includes 200 free minutes a month • Host up to 100 scheduled callers • Connect 25 callers without reservations • No dedicated line required • Schedule far in advance	• Must purchase separate software and/or hardware
Faxing	• Available at $14.95 per month	

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Admin Features		
	HotBed's Hosted PBX	**On-Premise Phone System**
Ease of Management	• Online control panel simplifies moves, adds, changes, and other admin tasks • Mobile & remote management is no different than on-site	• Often requires multiple interfaces to manage across suite of capabilities • Online admin capabilities will vary by provider
Granular Levels of Control	• Online control panel offers full control, down to individual users and services	• Charged for as part of a maintenance contract with PBX vendor
Ease of Scaling	• Scaling is simple • No wiring necessary—just purchase a new user and plug in a new phone	• Requires technician and IT expertise for significant scaling as well as adding new departments or sites • May require additional switching hardware, gateways and other equipment