

Switchvox Cloud® vs RingCentral®

All features, every user. With Switchvox Cloud, you get contact center features, mobility, call control, and collaboration tools included with every user – for the same price. Switchvox Cloud is a hosted phone system that delivers the customer experience your business demands at a price point you can afford.

Straight-forward pricing. Most hosted phone systems are one-size-fits-all products that offer little or no room for flexibility. And stacked pricing means you pay more for “add-on” features that are business-critical. With Switchvox, you get every feature for every user without complicated pricing models.

Deploy how you want. Switchvox Cloud eliminates having to migrate to a completely new system or invest in a costly and time-consuming forklift upgrade if your company outgrows its hosted deployment. You can move seamlessly from Switchvox Cloud to on-prem (or a hybrid solution) with no change to your user experience.

You make the choice. Switchvox Cloud offers pricing plans for every company and every budget. Choose our **Unlimited plan** or go with the **Metered** option – it’s up to you and what makes the most sense for your business.

Un-matched customer experience. With 100% US-based support, Digium maintains 24x7 Customer Support for all Switchvox Cloud customers. Need on-site assistance? No problem. We will be happy to introduce you to a Switchvox Cloud partner to assist with onsite implementation.

End-to-end solution. With Switchvox Cloud, you have the option to use Digium IP phones. Engineered and designed to work with Switchvox, Digium IP phones give you robust features like status, call queue, visual voicemail apps, and visual parking lots. You can purchase the phones outright, or choose to take advantage of our rental program.

All features are not included. RingCentral offers tiered pricing – and only the highest tier (most expensive) accesses all available features. Call recording, call monitoring, Salesforce.com integration and advanced auto-attendant are not included in the basic package; *no* presence dashboard like Switchvox Cloud’s Switchboard.

RingCentral has a complex pricing structure that ranges from \$22.99 to \$64.99 per user, with 36 different price points! The final price is determined by the size of the customer, features required, contract duration and whether the customer pre-pays a full year in advance. The advertised pricing is misleading and there are several “add-ons.”

RingCentral only offers a Cloud solution, thus limiting their customers to expensive upgrades if a hosted system no longer makes the most sense. Not to mention the fact that they would need to rebuild every extension, IVR and call queue from scratch!

RingCentral customers are limited in their choices. Only “Unlimited” is available – not always the best decision for a business. Metered extensions are a cost-effective choice for companies that make very few outbound calls.

RingCentral uses a foreign-based customer support center and provides no on-premise support. The “Pro” plan only includes web support (no phone) and, as a whole, RingCentral’s customer service group has received *terrible* reviews.

RingCentral relies on third-party phones to integrate with their service. The Support team does not have intimate knowledge of all components of these phones. RingCentral, therefore, is *not* capable of providing an end-to-end cloud service that ensures an optimized user experience.



Sounds too good to be true? Schedule a live demo and see for yourself!

phonewire.com/switchvox
1 (877) 877-9473

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