Switchvox Cloud® vs Grasshopper®

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.

To say that **Grasshopper's service is "basic"** would be an understatement! There are no options for CRM integration, conference calling, call recording or monitoring, reporting, call routing/queuing or internal chat. Sure, the service is cheap; but you get what you pay for.

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.

Grasshopper has 4 plans to choose from ranging from $12-$199/month. Some plans include minutes, while others charge per-minute. This "service" is purely call-forwarding, so customers are not actually provided with any additional phone lines – they will need an existing phone number and device to get started. It turns out that the pricing structure is not as cut-and-dry as it seems.

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.

Grasshopper 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!

Unlimited Calling. Switchvox Cloud offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. No more watching your minutes carefully!

Grasshopper has no Unlimited offering. They charge 6 cents for every minute used – the highest fee of any cloud offering.

Simple Call Management. Every user on Switchvox Cloud gets Switchboard – a fully customizable, interactive productivity tool that gives users a bird's-eye view into the phone system with features like click-to-dial, visual voicemail, see and change status and much more!

By not having any type of dashboard available for their customers, **Grasshopper is at a major disadvantage when it comes to quick and simple call management.** Users are limited to their deskphones for any type of call control and there is no option to see presence or chat with co-workers.

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.

Grasshopper's service does not support *any* phones. There are no vendor phones and they do not even support third-party phones. The service is designed to work on a user's existing mobile device. Connection quality relies on your phone's existing network. In areas where cellphone service is spotty – so is your Grasshopper service.

Try before you buy. Take advantage of our **30-day risk-free trial**. If you like the service, we'll expand it for your company size and you'll be on your way. Decide you need to think about it, just return any trial phones to us within 10 days and you won't be charged a dime!

Grasshopper does not offer any type of free trial to test the service to make sure it is a good decision for your business. A free trial allows users to see the value of the service and to influence their buying decision. Would you buy a car without test-driving it? Didn't think so.

Digium®
The Asterisk Company

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

phonewire.com/switchvox
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