Switchvox Cloud® vs nextiva

SIMPLIFYING BUSINESS COMMUNICATION

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.

All features are *not* included. Nextiva offers tiered pricing — meaning only the highest tier (most expensive) has access to all available features. Call recording, call monitoring, mobility and presence are not included unless you are an Enterprise customer. Reporting, additional conference bridges and call center functionality add even more costs.

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.

Nextiva has a complex pricing structure that ranges from $19.95 to $44.95 per user, with *24 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."

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.

Nextiva 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!

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!

Nextiva does offer a call control dashboard to enterprise customers only — *for an additional charge.* For all users to take advantage of all of the benefits of their Switchboard, they are required to pay an **additional $70 per month**! With Switchvox Cloud, this functionality is included for *every user*.

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.

Nextiva offers limited customer support hours. If you have an issue that arises between the hours of 5am to 6pm MST Monday through Friday, you should be able to reach someone to get the problem resolved. Outside of that, you could be on your own.

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.

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

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!

Nextiva 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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