

Call Center Comparison Matrix

Premise Based Solution

Other Hosted Call Centers

Examples

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| <ul style="list-style-type: none"> • ☐ Nortel / Avaya • ☐ Cisco • ☐ Aspect • ☐ Genesys • ☐ Interactive Intelligence | <ul style="list-style-type: none"> • ☐ InContact • ☐ Five9 • ☐ ShoreTel Sky • ☐ iCore • ☐ Simple Signal |
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Promise

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| <ul style="list-style-type: none"> • ☐ Fully integrated PBX/ACD functionality • ☐ Easy to deploy • ☐ Multi-function IP phones • ☐ High uptime • ☐ Advanced routing functionality | <ul style="list-style-type: none"> • ☐ Fully integrated PBX/ACD functionality • ☐ Easy to deploy • ☐ High uptime • ☐ Rich feature set – inbound & outbound voice, multi-channel, CRM, WFM • ☐ Lower TCO (limited CapEx, lower OpEx) |
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Reality

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| <ul style="list-style-type: none"> • ☐ High telecom costs to queue calls on site • ☐ Proprietary phones • ☐ High capital and professional services costs, complex pricing • ☐ High support costs (manpower, hardware/software maintenance, licenses, and network facilities) • ☐ Routing changes require a programming skillset • ☐ Call recording and CRM integration require additional hardware/software and/or 3rd party vendors • ☐ Resilient hardware design is capital intensive • ☐ Poor remote agent story | <ul style="list-style-type: none"> • ☐ Do a lot of things, but none really well (e.g. multi-channel). • ☐ Multi-channel often requires 3rd party solution • ☐ Equipment such as phones needs to be purchased • ☐ PBX is not integrated or only offered along with ACD • ☐ Platform availability doesn't live up to expectations • ☐ Total cost of ownership (TCO) discussions are avoided • ☐ Lack industry certifications – security / compliance concerns • ☐ Poor or no Lync integration • ☐ Call center is a product feature |
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Advantages of Evolve IP

- ☐ Lower operational costs – queue calls in network
- ☐ Industry standard IP phones
- ☐ No equipment to maintain/operate
- ☐ Rigorous project management and implementation process
- ☐ Upgrades, support and maintenance are included
- ☐ Easy web-based self-administration
- ☐ Extremely flexible implementation options
- ☐ Carrier-class availability and disaster recovery options for calls
- ☐ Integration with business applications is handled via native, free capabilities
- ☐ Strong remote agent story
- ☐ Carrier-grade reliability
- ☐ Advanced TCO calculators and focus
- ☐ Scalable for large organizations
- ☐ Full suite of cloud offerings beyond telephony
- ☐ End-to-end solution including all equipment and network included in the monthly fee
- ☐ Call quality and uptime SLAs
- ☐ Equivalent functionality through partnerships
- ☐ Security from the ground up — SSAE 16 SOC 3 and CSA Star
- ☐ Embrace Lync for IM/Presence coupled with hosted voice
- ☐ Call center is a dedicated team of people

Bottom Line

Evolve IP provides more services at less cost and less worry

Evolve IP offers a wide range of enterprise-class cloud solutions and focus on long-term customer satisfaction including hard dollar savings.