# Call Center Comparison Matrix

<table>
<thead>
<tr>
<th>Premise Based Solution</th>
<th>Other Hosted Call Centers</th>
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## Examples

- Nortel / Avaya
- Cisco
- Aspect
- Genesys
- Interactive Intelligence
- InContact
- Five9
- ShoreTel Sky
- iCore
- Simple Signal

## Promise

- Fully integrated PBX/ACD functionality
- Easy to deploy
- Multi-function IP phones
- High uptime
- Advanced routing functionality
- 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)

## Reality

- 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
- 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
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/Ping 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.