

Advantages of IP PBX vs. Traditional PBX Systems

Feature	IP PBX	OLD Traditional PBX
Remote Administration	Remotely accessible for maintenance and adds moves and changes. Lower cost of ownership.	Requires On Site visit to add users and access administration for maintenance. Increased cost of ownership
Open Standards protocol support. Investment in telephones typically 70% of capital cost.	Investment in telephones typically 70% of capital cost. Good to know that the open standards phones can migrate to other systems. Investment protection for the future.	Proprietary telephones. Increased cost of ownership and sunk cost in total system. No protection against obsolescence.
All In One System	System includes integrated applications like Call Processing, Voice Messaging, Meet Me Conference, Call Distribution, Automated Attendant and branch office networking. Since all applications are integrated in the same platform, administration is simplified and very easy to use. Lower total cost of ownership.	All applications other than PBX call processing are add on and require the use of a different administration interface. Difficult to learn and use. Higher total cost of ownership due to complicated user interface.
Integrates into Data Network	IP PBX uses TCPIP to communicate. As a native element of the LAN infrastructure, no additional training required beyond normal network maintenance.	Uses a separate infrastructure system. Most IT departments are not familiar with programming and will require expensive specialized support.
One wiring system	Uses the LAN wiring in TCPIP standards based protocols. Leverage the high bandwidth capability of the existing LAN system.	Requires proprietary wiring. Does not benefit from the investment in LAN infrastructure. More expensive to maintain.
Free calls on Data network and Internet.	Allows free calls to other sites with broadband capability. All VoIP calls use standards based protocols and are free.	Must use toll network. All calls cost money.

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Connect to other branch offices like one dial plan	Seamless networking between all locations just like they are in the same building.	Requires expensive proprietary networking hardware and dedicated connections. Very expensive to own.
Home workers can be part of the telephone system	If someone is homebound due to family situations or a dedicated teleworker, they can still be connected to the system through a broadband connection just like they were in the office. Saves days lost due to unforeseen circumstances.	Can't be done. Productivity lost due to lack of ability to get into the office.
Soft Phone on PC	At home, on the road or in a coffee shop, soft phone can remain connected to the system for important calls and conferences.	Can't be done.
Multi Media Conference Calling	Attend a conference call using a PSTN phone, IP phone or soft phone. When the call is over IP, there is no cost incurred.	Only use PSTN toll lines.
Meet Me Conference	Simple to use. Conference can be a direct dialed number, a choice off of the automated attendant or transferred in from a live attendant.	If available, must use toll lines.
Conference Security	Conference can have additional features added like password protection, tone announce or voice announce and more.	Expensive upgrade to get these features.
Mobility	Easily forward calls to other extension, cell phones and outside phone numbers from web based admin screen. Can be managed from anywhere.	Any forwarding is hard coded by specialist. Expensive to maintain.
Group Hunting	Create hunt groups for groups of people. Simple web admin interface.	Requires specialist. Very expensive and inflexible.

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Call Distribution to groups	Create Group Queues. Route calls based on departments, or many other routing patterns available from drop down menus. Simple to use and included in the price.	Very expensive add on. Typically adds 50% or more to cost of PBX. Very complicated external interface adds complexity.
Automated Attendant	Easy to configure. Easy to update voice files and make changes. Web based administration includes routing calls to Group Queues, Conferences, Directory dialing and more.	External program. Difficult to use. Expensive to make changes.
Customized Greetings	Easy to upload and download from web based interface.	Must use expensive external hardware.
Music On Hold	Easy to upload and download from web based interface.	Must use expensive external hardware.
The Future of Voice Communications	It is an acknowledged fact that VoIP and IP Telephony are the technologies of the future. In 3 years, more than 60% of all phone systems will be IP based. The cycle toward IP communications is just getting started.	End of life cycle. Declining sales and rapidly escalating price to maintain and support proprietary systems.
T1/PRI	T1 and PRI provide increased functionality at a low price. The standards based products used by IP PBX Systems are modern, updated and designed to work with the future in mind.	End of life and expensive.
Future Proof	It is certain that all signs point to IP communications as the primary method of business communications in the future. Any open standards products purchased now will have a long service life due to the open standards protocols and the upgradeability of the IP telephones and IP PBX software.	Proprietary systems are on the way out. Proprietary telephones are not upgradeable. It is expected that most proprietary telephone systems will need to be replaced in just a few short years due to the escalating costs of maintenance and repairs.
VoIP Service Provider	Add service providers for low cost	Requires expensive gateways and does not

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Integration	telecommunications. Reduce costs by as much as 50%	integrate with PBX.
Leverage IP Bandwidth	As bandwidth prices come down, bandwidth is cheap and plentiful.	PSTN lines are being phased out and will eventually be replaced by VoIP.
Future Development	All communications development for future products is centered around VoIP and IP telephony.	No future.