

Switchvox Cloud® vs Mitel MiCloud

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.

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.

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.

You make the choice. Switchvox Cloud offers pricing plans for every company and every budget. Choose our **Unlimited plan** or go with the **Metered** option – it’s up to you and what makes the most sense for your business.

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.

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!

All features are NOT included. Mitel MiCloud offers **tiered pricing** – meaning only the *highest* tier (the most expensive) has access to all available features. Call recording, call monitoring, reporting and the presence dashboard are not included in the basic package. Conferencing and faxing are available as **add-on features**.

Mitel MiCloud has a complex pricing structure that ranges from \$25 to \$60 per user, with 5 different “user types” to choose from. The richness of features in the tiered-pricing model and price increases significantly with each level. Even with the more expensive offerings, there are still several add-on costs to choose from, which becomes expensive.

Mitel does not offer a smooth transition from a cloud deployment to an on-prem one, or vice versa. This limits their customers to expensive upgrades when 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!)

With Mitel, customers are limited in their choices. The only offering available is the Unlimited offering – which is not always the best decision for a business. Metered extensions are a cost-effective choice for companies that make very few outbound calls.

Unlike Digium’s Switchvox Cloud offering, customers of Mitel MiCloud’s service are **forced to settle with their in-house phone models**. While this does offer an end-to-end solution, Mitel is putting their customers at an extreme disadvantage by determining what *they* believe is best for *your* business.

Mitel MiCloud 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.



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

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