



VS



WHO WINS? YOU DECIDE!

FEATURE	COLLAB HERO: Microsoft Teams	HEAVY HITTER: 3CX
Business Setup	Generally suits businesses of all sizes, especially those in the Microsoft ecosystem	Preferred by businesses with complex telephony needs, or specific requirements
Deployment Options	Cloud-first, limited on-premise deployment for business setups	Flexible deployment: cloud, on-premise, or hybrid
Core Functionality & Focus	A collaboration platform with integrated communication tools & basic call features	A UC platform & business VoIP system, with a focus on telephony
Integration	For businesses already using Microsoft 365	Can integrate with CRM & productivity tools
Calling Features	Standard VoIP with limited customisation, queues, and voicemail	Advanced VoIP with detailed call routing, recording, voicemail, and analytics
Video Conferencing	Suitable for large-scale meetings but often over-engineered for smaller setups (up to 1000 participants)	HD video conferencing tailored for most business needs without extra clutter or costs (up to 250 participants)
Collaboration Tools	Microsoft-centric chat and file sharing, limited without full Microsoft 365	Flexible, integrates with leading collaboration tools in different ecosystems
Mobile App	Feature-rich, but requires a Microsoft 365 subscription	Core functionalities in a user-friendly mobile app that's not tied to additional subscriptions
Desk Phone Compatibility	Requires specific certified Teams phones, limited third-party options	Compatible with a broad range of SIP phones and wireless handsets
Wireless Handsets	Limited to certain certified models	Compatible with various DECT systems

FEATURE	COLLAB HERO: Microsoft Teams	HEAVY HITTER: 3CX
User Interface	Integrated into the Microsoft 365 environment, may feel cluttered if not embedded in Microsoft's ecosystem	Fully customisable, allowing the interface to adapt to the needs of your business without unnecessary distractions
Pricing Structure	Subscription tied to Microsoft 365 tiers, often requiring high-tier plans	Flexible pricing that scales with your business, offering lower long-term costs and better ROI
Scalability	Suited for large enterprises, but can be complex & costly for SMEs	Scales from small to large businesses, with no hidden costs or unnecessary features
Security & Compliance	Strong security tied to Microsoft's policies, with rigid controls	Enterprise-level security with customisable options, meeting industry-specific compliance needs with more flexibility
Support Resources	Microsoft's generalised support	Dedicated 3CX support, with tailored solutions and strong community backing
Customisation Flexibility	Limited customisation beyond what Microsoft 365 offers	Highly customisable, giving businesses more control over the system
Implementation Complexity	Simple for Microsoft users, but limited and rigid for businesses wanting more control	Flexible configuration that allows tailored deployment
Training & Adoption	Abundant resources but may require deeper immersion in Microsoft's ecosystem	Streamlined training with straightforward management
Licensing & Cost of Ownership	Often bundled with Microsoft 365 suites, offering various pricing tiers; requires continued Microsoft 365 subscriptions with potential add-ons	Priced based on the number of concurrent calls, offering more granular pricing options; transparent pricing and lower upfront costs, especially for businesses looking for tailored solutions



We're
in your
Corner

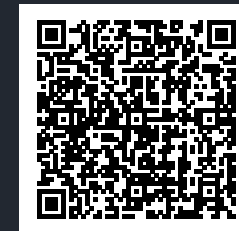


POW!



Let us analyse your
business and recommend
the champion system to
achieve your business
communication goals.

Let's Chat
about your
connectivity needs!



Get your
FREE
Assessment
Today

www.inspired-it.com.au

08 6142 8221

info@inspired-it.com.au



f in

© Inspired IT Pty Ltd. 2024