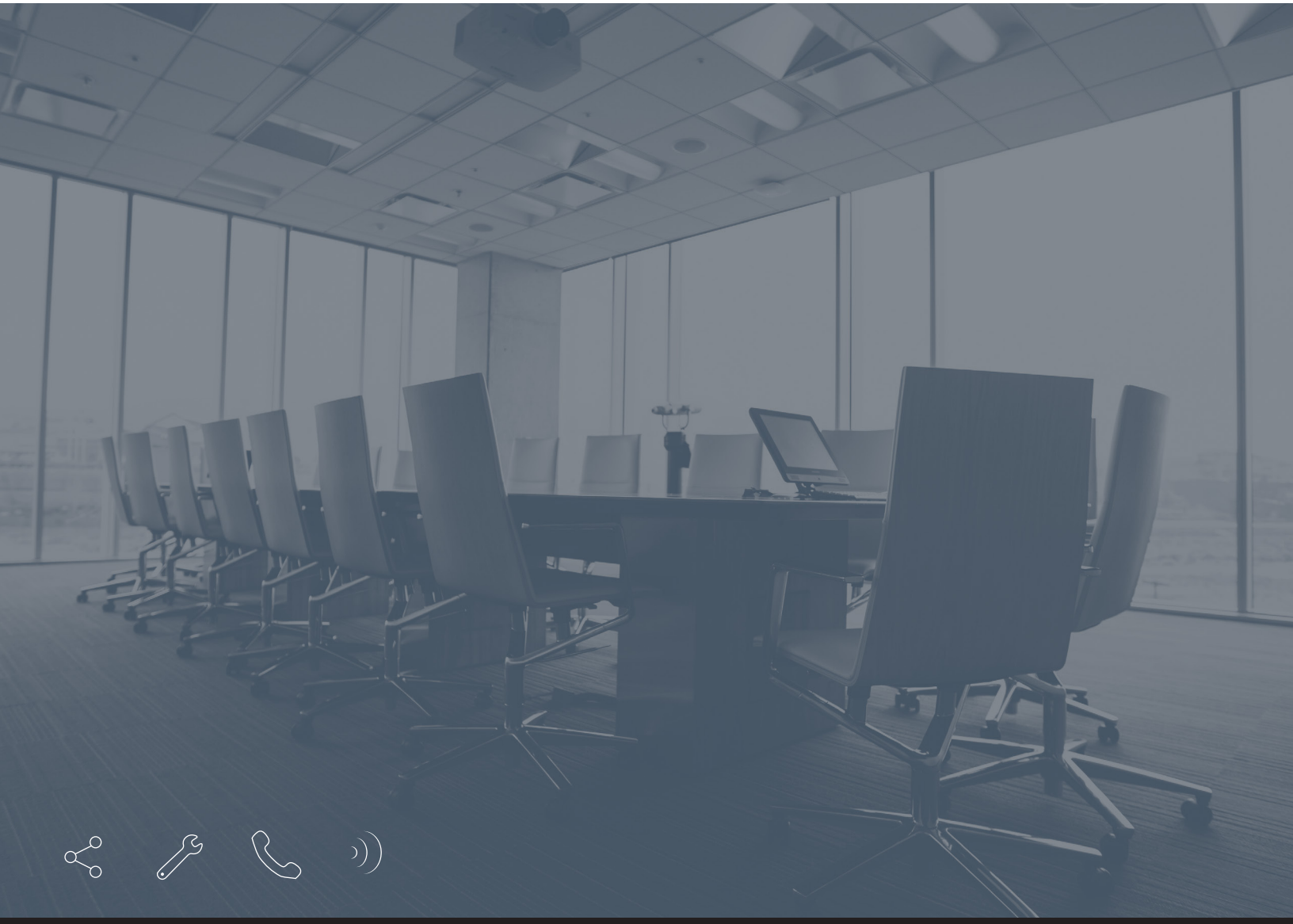
Hosted Voice vs. On-Premise Options

THE SOLUTION FOR TODAY'S ENTERPRISES



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Since the time of Alexander Graham Bell, the world has seen momentous advances in the way people communicate.

In a similar way, enterprises are learning that embracing modern technology and moving to the cloud allows for the transformation of how they communicate, collaborate and conduct business.

This adoption of cloud communications is fundamentally improving businesses, and with continual advancements and innovations hosted communications is continuing to prove it will be the standard of the future.

With these facts before them, many enterprises are facing a key decision: keep their aging, antiquated on-premise solution or embrace the future and move to a hosted solution.

We'll analyze the specifics of why a hosted solution bests an on-premise solution on a number of fronts, including:

- Scalability
- Maintenance
- Disaster Recovery
- Cost
- Expertise
- Efficiency
- Customization
- Mobility
- The Future

Scalability

A traditional on-premise system allows you to have a predetermined maximum number of users, and this model can function well for companies that don't add or remove users on a regular basis. However, for those enterprises that do add and remove users more often, the moment you pass the available threshold (even if by a single user) you have to upgrade the system and pay for the next maximum number of seats available, even though you won't be using all of them. The benefit of a hosted solution is with a few mere clicks, you can add or remove seat and you only pay for the seats you're actually using. For companies that are growing or need the ability to scale up or down at a moment's notice, a hosted solution is much more streamlined and cost friendly.

Maintenance

A common straightforward benefit of a hosted solution is maintenance. Since your enterprise doesn't own an on-premise system, there are no maintenance costs for technology upgrades, obsolete software or any other unforeseen or unplanned issue. There are also no costs for moves, adds or changes to services; like adding voicemail and other features. Additionally, many hosted providers even allow you to rent equipment. So you can

even remove hardware maintenance!

Disaster Recovery

By definition, an on-premise system generally isn't very mobile and is geographically restrictive. Therefore, whenever there is an issue on-premise and the system cannot be accessed for the most simple reason of a power failure or an extreme situation like a natural disaster, your entire system will be left essentially useless. The benefit of a hosted solution is it allows you to adequately prepare for those types of scenarios and its inherent features enable you to create disaster recovery plans that allow your enterprise to remain operating and accessible regardless of exterior circumstances.

Cost

Hosted solutions can reduce upfront expenditures such as hardware and save costs in a number of ways; beginning with reducing costly maintenance fees and allowing organizations to pay only for the number of users using the technology. In a very tangible way, hosted solutions provide savings and furthermore, allow enterprises to switch from a capital expenditure to a operational expense.

Expertise

One of the clear benefits of a hosted communications model is you enable your enterprise to receive the highest quality solutions. Instead of devoting precious hours and manpower to manage your telecommunications platform, you can deploy a hosted solution and receive the expertise, influence and knowledge of multiple dedicated individuals who have spent their careers understanding, implementing and learning the world of hosted communications.

Efficiency

In addition to cost savings, hosted solutions offer the tools to create savings and streamline processes through making more efficient use of time. A recent study showed that many employees saved up to 20 minutes daily by using unified communications to reach workers on the first try. These same employees saved an additional 20 minutes through utilizing unified communications' efficient message management. In a world where time is money, having an extra 40 minutes in each of your enterprise's employees' work day could result in a huge revenue boost. Furthermore, this is an example of a sliver of what a single feature in a hosted model offers while any on-premise system has a limited feature set.

Customization

Each enterprise is different. There isn't a master communications plan that will work for every company. The luxury of hosted communications is that it allows you to layer on a customized set of features and applications that work for you and your enterprise. At Momentum, we will have people with you during every step of the process. From day one to day 1,000 you will have premier, award-winning support from a company that is dedicated to making sure you are successful.

Mobility

The world is moving at an increasingly fast pace and the ability to work on the move is more and more imperative to remain competitive in the marketplace. Hosted solutions have the ability to keep enterprise locations movable with multiple offices and remote workers on a single bill. In addition, a hosted model empowers individual users to be plugged-in from anywhere. Momentum Mobility is the perfect example of this freedom. From any mobile device, laptop or phone you can make and receive calls using your work number. You can also send messages to other users, view their presence and more.

The Future

Unified communications are the cornerstone for the future of media-rich, data-driven communications. For many companies, the ultimate goal is to create an ecosystem that brings together all the essential and desirable unified communications features in ways that is streamlined, advanced and economical. Hosted solutions are often the first step in that process for many enterprises and allow companies to smoothly transition to cloud-based alternatives without making unreasonable compromises.