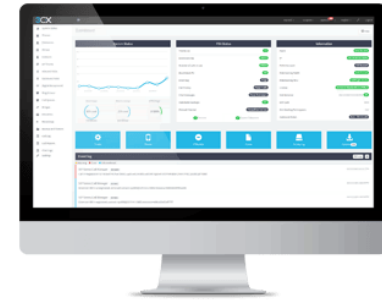# Hosted PBX 2.1 vs 3CX Cloud

Peter Oosthuizen
London Partner Service Manager

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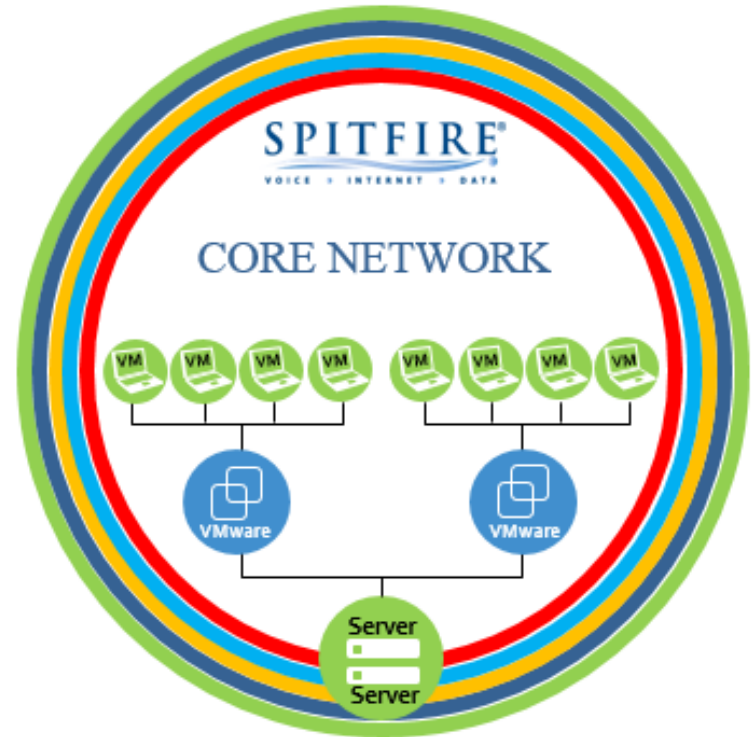
3CX Cloud Overview

- Software based, unified communications, VoIP phone system

- Installed on Linux or Windows

- Offers a wide range of features / integration
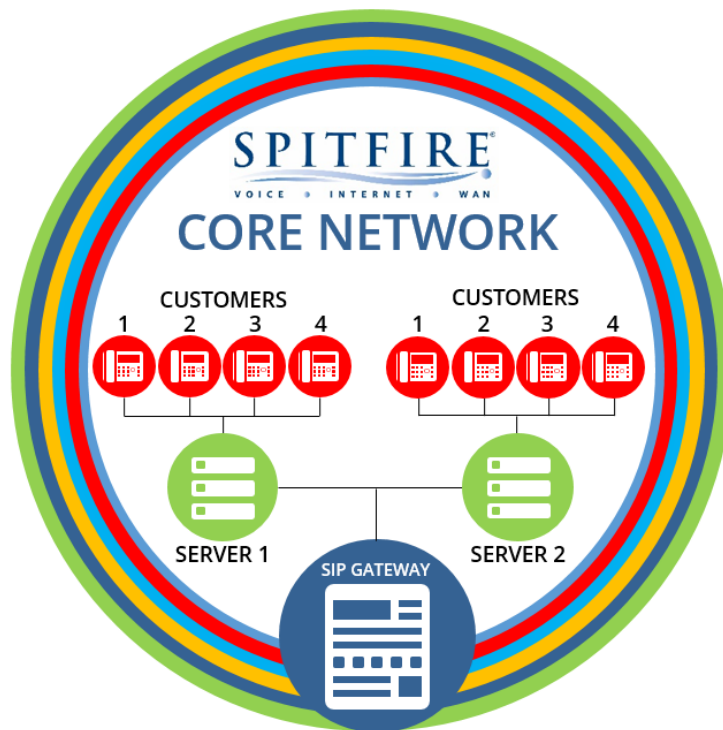
System Build

3CX Cloud

- Spitfire partner with 3CX

- 3CX is a license driven PBX

- 3CX license sits in VM environment – separate operating system

- Development and road map of the PBX driven by 3CX

System Build

Hosted PBX 2.1

- 2.1 is an open source software - Fusion PBX

- Dedicated Hosted PBX 2.1 servers in core network

- SIP East and SIP West utilisation for resiliency

- Development and road map of the PBX driven by Spitfire

Feature Comparison

General Features

General Features	Hosted PBX 2.1	3CX Cloud
No Extensions limit	✔	✔
Call Forwarding on No Answer	✔	✔
Call Routing (Caller ID)	✔	✔
Audio Conference Calling	✔	✔
See the Presence of Your Colleagues	✔	✔
Automatic or manual night service	✔	✔

General Features	Hosted PBX 2.1	3CX Cloud
Send Email Notifications for Missed Calls	✔	✔
Central Phonebook	✔	✔
Custom Music on Hold	✔	✔
Call Queuing and Transfer	✔	✔
Incoming call ring groups	✔	✔
Call Parking/ Pick up	✔	✔
Voicemail/ Voicemail to Email	✔	✔

Feature Comparison

Management & Scalability

Management and Scalability	Hosted PBX 2.1	3CX Cloud
Web-based Management Console	✔	✔
Automated Provisioning of Devices	✔	✔
Manage IP Phones 'Network Wide' from Console	✔	✔
Scheduled Backup	✔	✔
Fail Over Functionality	✔	✔

Feature Comparison

Call Centre/ Contract Centre

Call Centre/ Contact Centre	Hosted PBX 2.1	3CX Cloud
Incoming Call Queues	✔	✔
Custom Call Queue Greeting	✔	✔
Listen In	✔	✔
Advanced Queue Reports/ Monitoring	✘	✔
Advanced Call Reporting	✘	✔
Wallboard	✘	✔
Call Recording	✘	✔
Compliant Call Recording	✘	✔

Feature Comparison

Mobility & Web Conferencing

Mobility	Hosted PBX 2.1	3CX Cloud
Integration with Bria and Zoiper Soft Client	✔	N/A
Manage the 3CXClient from within the Console	✖	✔
Android/iOS/Windows/Mac/Web Client	✖	✔
Web Conferencing	✖	✔

Feature Comparison

IP Management

IP Phone Management	Hosted PBX 2.1	3CX Cloud
Automatic Plug & Play Phone Provisioning	✔	✔
Restart Phones Remotely	✔	✔
Update & Manage Firmware Network Wide	✔	✔

Feature Comparison

Application Integration

Application Integration	Hosted PBX 2.1	3CX Cloud
Office 365	✖	✔
Microsoft Outlook	✖	✔
Google Contacts	✖	✔

Pricing Comparison

4 pricing components

1. Extensions

2. Numbers

3. Engineering

4. Hardware

Pricing Comparison

Monthly rental charges

	Hosted PBX 2.1	3CX Cloud	Hosted PBX 2.1	3CX Cloud
Extensions	£6.00	£14.00	£6.00	£14.00
Numbers Porting	From £1.00	From £1.00	From £1.00	From £1.00
Engineering	£0.00	£0.00	£0.00	£0.00

Pricing Comparison

Upfront charges

	12 Month Contract		24/36 Month Contract	
	Hosted PBX 2.1	**3CX Cloud**	**Hosted PBX 2.1**	**3CX Cloud**
Extensions	£0.00	£30.00	£0.00	£0.00
Numbers Porting	From £25.00	From £25.00	£0.00	£0.00
Engineering	£500 per day	£500 per day	£0.00*	£0.00*

*where commercially viable and following credit approval
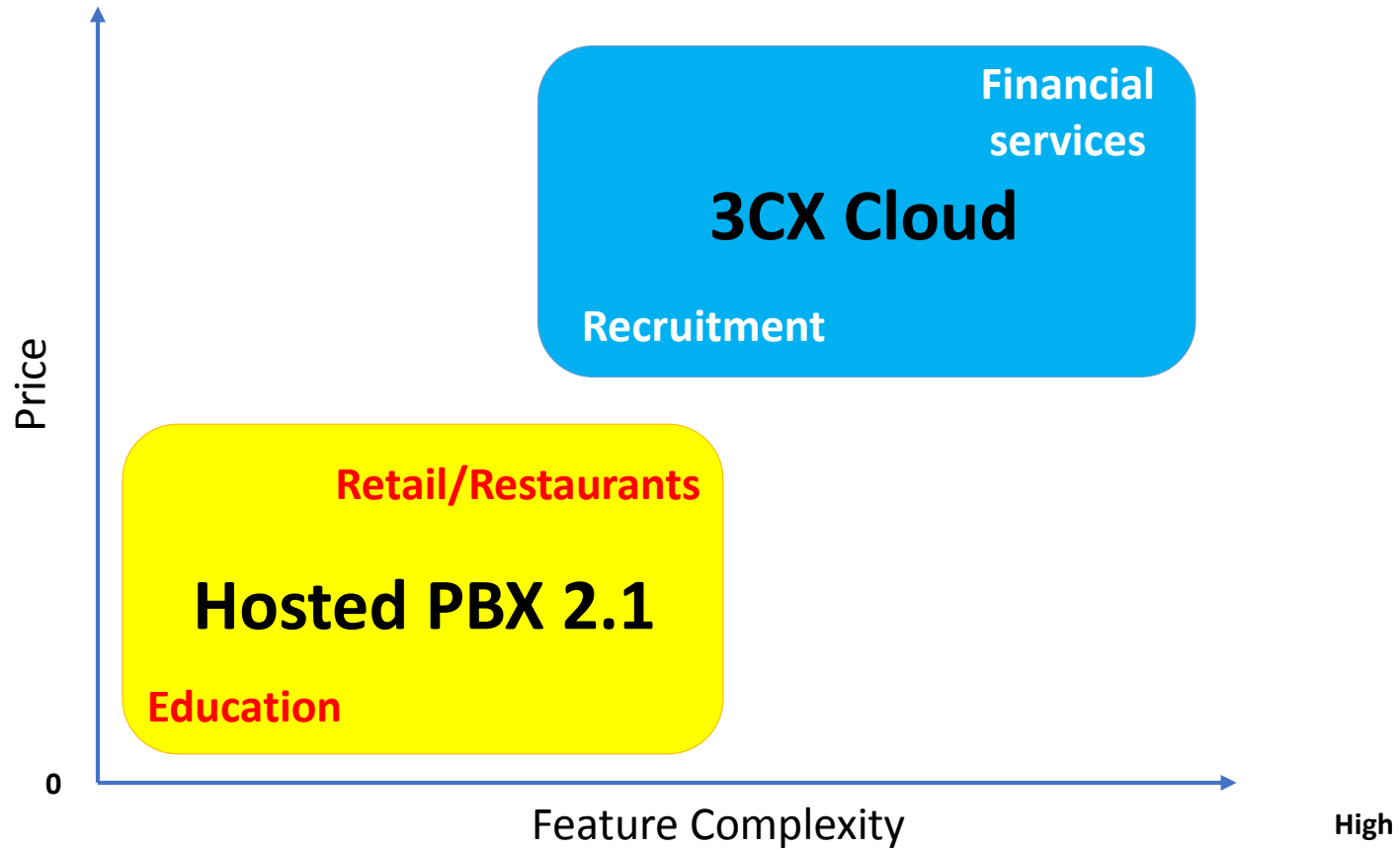
Pricing Comparison

Hardware - Handsets

	12 Month Contract (purchase only)		24 Month Contract (Rental option)		36 Month Contract (Rental option)	
	Hosted PBX 2.1	3CX Cloud	Hosted PBX 2.1	3CX Cloud	Hosted PBX 2.1	3CX Cloud
Yealink T42	£80.00	£80.00	£4.30	£4.30	£3.18	£3.18
Yealink T46	£126.00	£126.00	£6.77	£6.77	£5.01	£5.01
Yealink CP920	£300.00	£300.00	£16.09	£16.09	£11.92	£11.92

*Credit approval required

Market Place

Market Place – Case Studies

Case study 1

- 30 users
- Architects
- Office based with DDIs
- Ring groups
- Contactable on mobiles

- Basic features
- Auto attendant
- Inbound call queues
- Custom hold music
- Basic management console

Hosted PBX 2.1

Market Place – Case Studies

Case study 2

- 50 users
- Financial advisors
- Voicemail/ call pick up & park

- Compliant call recording
- Trade on company mobiles
- No management console

3CX Cloud

Summary

Build

- Both sit within Spitfire's multi node core network for Spitfire control and maintenance
- 3CX Cloud is license driven and road map managed by 3CX whereas Hosted PBX 2.1 is built on open source software and road map driven by Spitfire and ultimately you, our partners!

Features

- Both feature rich systems offering all standard feature requirements
- 3CX offers advanced level of features for specific requirements. Detailed call reporting/ compliant call recording/ video conferencing

Summary

Pricing

- Very similar pricing structures - Extension/ Numbers/ Engineering/ Hardware
- Hosted PBX 2.1 offering lower cost solution due to the lack of advanced level features
- Flexible pricing structure - CAPEX and OPEX options available

Market Place

- Both systems aimed at SME market.
- Generally each system will suit specific industries and requirements. Financial services/retail etc.
- Both suited to multi site businesses, it all comes down to the feature set required

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