

Hudson VoIP Phone Replacement Comparison

Go with traditional phone replacement system such as Cisco or Shoretel	PROs	CONS	Equipment	\$77,257
	<ul style="list-style-type: none">• Best guarantee for Quality of Service (QOS).• New brand named (Cisco/Shoretel) phones will be a reliable sustainable investment.• Switches and routers will all be of the highest quality.• System can be scaled to fit the needs of an organization from small to organizations over 500,000.• Support can be provided by multiple vendors.• Solution can be easily integrated to other Cisco or Shoretel communication platforms.	<ul style="list-style-type: none">• Most expensive option, the phones and related equipment cost a premium because of the strong brand name(s).• The inclusion of SmartNet (Cisco Maintenance) for routers and switches becomes expensive over time.• Professional services estimate the implementation to exceed 4-6 weeks.• The professional services quotes are significantly higher than other solutions currently close to \$40,000	Pro Services	\$36,000
			Annual Fees (After yr 1)	\$12,979
			TOTAL	\$113,678
Go with a hosted solution (RingCentral, Jive)	PROs	CONS	Equipment	\$0
	<ul style="list-style-type: none">• All maintenance and support is provided through subscription--low Hudson staff impact.• Lower up-front costs.• Fast start-up time.• Some options provide phones as part of the subscription (Jive).• To access phone system all you need is access to the internet.	<ul style="list-style-type: none">• Lack of features.• Quality of Service (QOS) is completely dependant on Internet connection.• Flexibility and the ability to integrate other systems are limited• Many review state that this type of a solutions is best suited for smaller organizations.	Pro Services	\$0
			Annual Fees	\$36,678
			TOTAL	\$36,678
Go with an alternate VoIP Provider such as Digium SwitchVox	PROs	CONS	Equipment	\$60,291
	<ul style="list-style-type: none">• Much lower costs than brand named alternatives.• Has almost all the same functionality as the large brand named alternatives.• Can leverage our existing VMWare infrastructure to deploy.• Deployment time estimate is relatively quick (4 weeks).• Phone costs are very competitive.• Have experience in the Public Sector deploying to various other Cities around the country.• Provides a solution that offers a blend of the traditional and hosted solutions.	<ul style="list-style-type: none">• Although phones are provided through Digium, the selection may be limited to those choosing to use phones from other providers in the future.• Need to verify if we can use/create survivable gateways if offices are to lose internet access.• Runs on a Linux platform	Pro Services	\$2049
			Annual Fees (After yr 3)	\$3,000
			TOTAL	\$62,340
Go with an "open-source" system such as Asterisk	PROs	CONS		
	<ul style="list-style-type: none">• No COST! Open source means it is free• Provides complete flexibility in terms of how to create the solutions• Can be installed on existing infrastructure• Phone costs are very competitive• The developer community is your free support and troubleshooting resource	<ul style="list-style-type: none">• Professional services and technical support will be expensive• The deployment process will take much longer than the other phone options.• Hudson staff will need to learn how to code the solution and would be responsible for building a whole system from the ground-up.• Runs on a Linux platform		