

On Premise vs Cloud Contact Centre

On Premise



Cloud Contact Centre

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Setup Time

- ◊ 2-6 weeks
- ◊ Physical on-premise set-up

Time consuming

setup of hardware and licensing



1 week setup time

- ◊ Online and video help
- ◊ **Quick** deployment with an out-of-box solution
- ◊ **Support** from anywhere

Cost

- ◊ Generally, subscription based (cost per user)
- ◊ Less hardware costs esp. when going fully cloud-based
- ◊ SIP trunks 50% cheaper than traditional phone lines
- ◊ No international phone charges

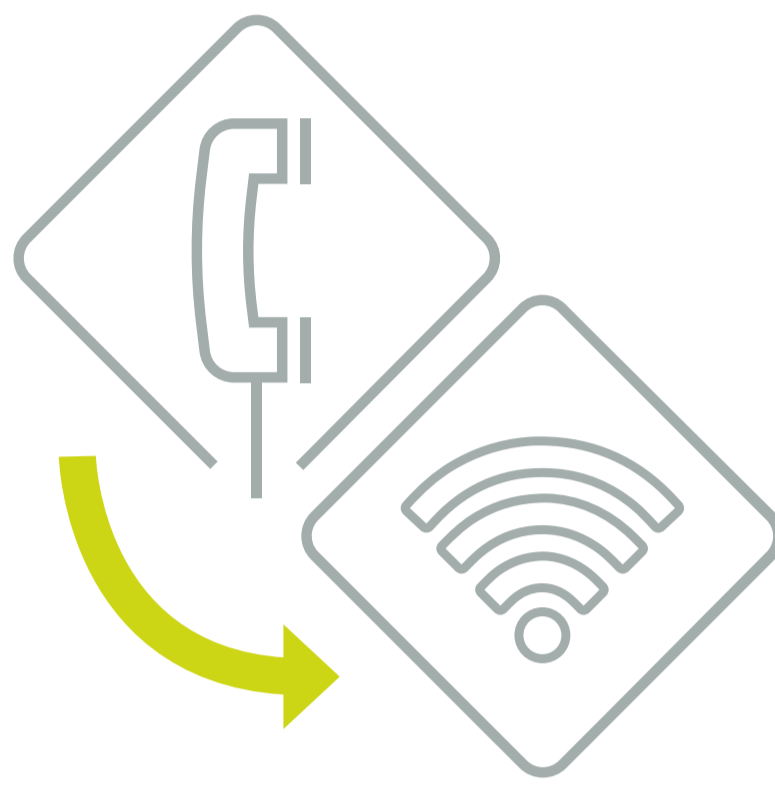
- ◊ High up-front costs followed by a subscription
- ◊ Costly hardware, licensing and data storage

- ◊ Costly monthly fee
- ◊ Unknown future maintenance costs



Reliable

- ◊ Stable technology and clear call quality
- ◊ Reliant on maintenance of phone lines



- ◊ **No issues** with strong internet connections but call quality decreases on WIFI/4G
- ◊ **Reliant** on internet

Features

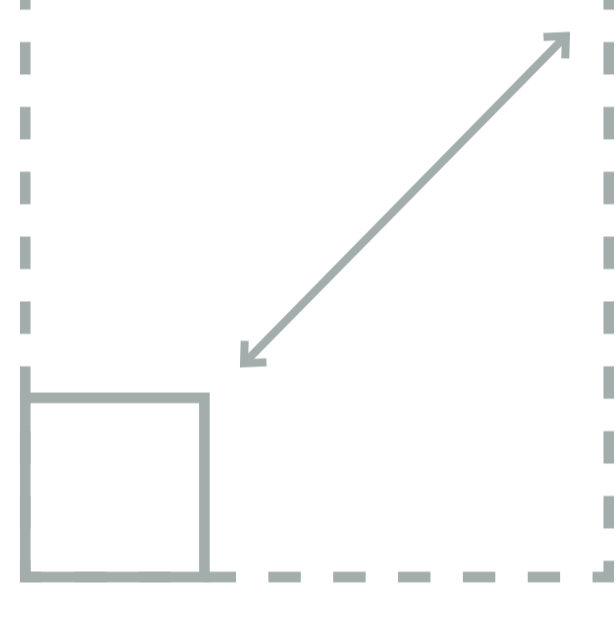
- ◊ A PBX phone system with a limited amount internal and external lines
- ◊ Installation of a remote desktop can allow administrators to manage an entire network from a single data centre
- ◊ Centralised phone systems have no need to touch physical end-points such as phones and computers



- ◊ Digital routing to interpret and direct inbound communications
- ◊ Agent tools including script assistance, call transfer and availabilities
- ◊ Interactive voice response and automatic call distribution
- ◊ Omnichannel touch points come as standard

Scalable

- ◊ More hardware needed with growth
- ◊ Legacy hardware upgrades
- ◊ Expensive to maintain



- ◊ **Easy to scale** as business grows
- ◊ **New features** and software upgrades with your provider
- ◊ **Quick** implementation for new starters

I.T. Support

Business's responsibility to manage:

- ◊ Phone system
- ◊ Hardware
- ◊ Staff training
- ◊ Upgrades



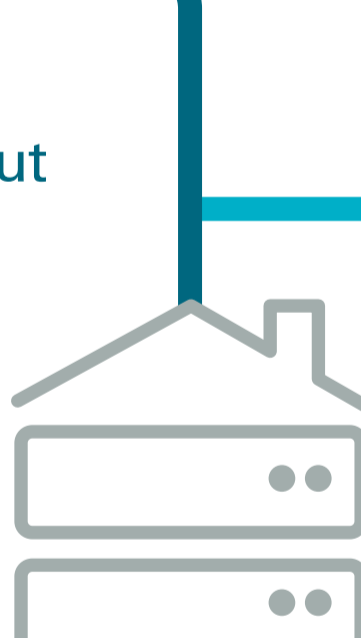
Vendor's responsibility

- ◊ Access to IT experts from anywhere
- ◊ Dedicated 24/7 online support
- ◊ Easy to monitor
- ◊ Automatic software upgrades

Business Continuity

- ◊ Agents cannot work remotely without a virtual remote desktop solution
- ◊ Expensive backup system
- ◊ Slow recovery process
- ◊ Deterioration of back up tapes

- ◊ **Work from anywhere** with a strong internet connection
- ◊ Cloud based backup for speedy recovery
- ◊ Immediately backed-up



Integration

- ◊ Limited integrations
- ◊ Generally, just an inbound and outbound line
- ◊ Option to implement a virtual desktop for further integrations



Omnichannel services inc:

- ◊ SMS, video, webchat, social and WhatsApp touch points
- ◊ 3rd party integrations such as Salesforce and Office365

Security

- ◊ In-house storage of data is often seen as the safest option
- ◊ Out of office devices would have to be geofenced for security



- ◊ On-cloud storage of data backed-up by military-grade data centres
- ◊ Enterprise level disaster recovery plans

Conclusion

Moving from a legacy call centre infrastructure to an integrated customer experience platform affects more than the just call savings. Modernising your contact centre is key to increasing productivity and growth. By visualising agent resources, reducing infrastructure costs and improving customer experience, you can drastically improve your contact centre.

