Hosted vs Premise vs Hybrid: Which is right for you?

Hosted

Initial Cost: Very minimal/no cost.

Total Cost of Ownership (TCO): Long-term is very expensive and has consistent fee increases.

Quality of Service (QoS): Inferior. Call is being routed through service provider's WAN location.

Power Outage: Phone system is down.

Security: Questionable since this is dependent on the service provider.

Maintenance: Very minimal/no maintenance and is the providers responsibility. This can lead to prolonged delays.

Deployment time: Very fast.

Updates: Automatically updates (could cause major problems with incompatibility).

Customization: Low level of customization and fairly limited in its abilities.

Level of Control: Low level of control.

Scalability: Some options do not scale in a cost-effective way.

Speed: Fairly fast/Slight delays.

Redundancy: No ability for redundancy, if the internet is out.

Premise

Initial Cost: High cost, unless you rent equipment.

TCO: Long-term least expensive option and has no fee increases.

QoS: Superior. Call is being routed through your own network.

Power Outage: Calls are redirected to cell phones or to the Plain Old Telephone System (POTS).

Security: Depends on your IT staff's ability to proactively protect your network.

Maintenance: Most issues can be fixed off-site and immediately.

Deployment time: Takes a bit longer to get started.

Updates: Updates when you and your devices are ready to be updated.

Customization: Highest level of customization and adaptability.

Level of Control: Highest level of control.

Scalability: Very cost-effective scaling.

Speed: Very High/Immediate

Redundancy: Extremely flexible and limitless options.

Hybrid

Hybrid is the most expensive of the three options, however it obviously offers the best of both worlds. One additional advantage of Hybrid is that you can separate your data traffic which mitigates your risk of loss from a DDOS attack since your intellectual assets are spread out. However, the downside is that this option requires an increased level of management and supervision.