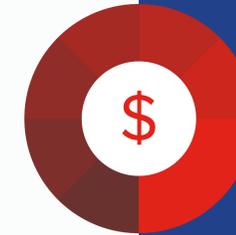


# LiveVox Delivers Up To A 40% Lower TCO

Not all clouds are created equal. Some cloud solutions are more cost-effective than others. That's because some providers include hidden expenses that can quickly impact your TCO. Here are the most important ones you should be aware of.



## TCO With Hidden Costs

- ▲ 1. Integration Fees \$
- ▲ 2. Call Recording Fees \$
- ▲ 3. Carrier Fees \$
- ▲ 4. Security Add-Ons \$
- ▲ 5. Hybrid Hardware Expenses \$
- ▲ 6. Per-Call Usage Minimums \$
- 7. Platform Call Usage \$



## TCO With LiveVox

- 1. Platform Call Usage \$  
LiveVox Costs up to 40% Less

### • INTEGRATION FEES

Businesses around the world spend millions of dollars each year on IT, most of which goes towards integration costs. Because LiveVox is built using a unified data model, all of our channels and applications are native to the platform. This dramatically decreases the need for expensive and complex integrations.

### • CARRIER FEES

Some software providers pass carrier administration fees onto their customers. Not LiveVox. With our transparent pricing that builds these costs in upfront, you'll always know what you're paying for.

### • HYBRID HARDWARE EXPENSES

Incremental hardware-related expenses including CapEx, maintenance, integrations, and upgrade costs can creep up on you and add up quickly.

### • CALL RECORDING FEES

Despite the importance of call recordings, some cloud providers may charge additional fees for both the ability to record calls and store them.

### • SECURITY ADD-ONS

Security is key to any contact center operation, yet some cloud providers charge extra for these capabilities. PCI-certification is a prime example. Some cloud solutions provide PCI-certification Level 2, but charge extra for Level 1 certification.

### • PER-CALL USAGE MINIMUMS

Usage minimums may also vary among cloud providers. Some may charge up to the first 15 to 30 seconds of a connected call, which can quickly drive up your overall expense.