

LiveVox Delivers Up to 40% Lower TCO Compared to Other Cloud Providers

Not all clouds are created equal. Some cloud providers are more cost-effective than others. Here's what to look for.



When You Evaluate Cloud, Consider These Costs



In addition to usage costs, some cloud providers include additional expenses that can quickly impact your TCO. Below are the most common expenses to be aware of.



Integration Fees

Businesses around the world spend millions of dollars each year for IT and most of these expenses are system integration costs. Because LiveVox is built on a unified data model all of LiveVox's channels and applications are native to the platform, dramatically minimizing the need for complex integrations.

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.

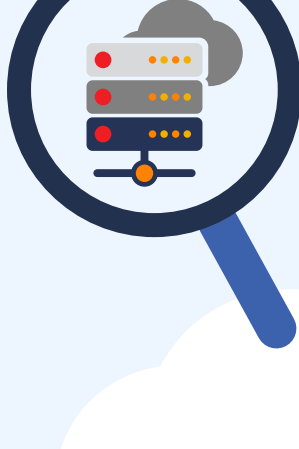


Call Recording

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

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

Hybrid cloud and hardware solutions also include hardware-type expenses, such as CapEx, maintenance, integrations, and upgrade costs.

Security

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.



LiveVox Enables a More Cost-Effective TCO

Because LiveVox avoids many of these common charges, contact centers can save up to 40% over other cloud providers.



TCO with "Hidden Costs"

- + Integration Fees
- + Per-Call Usage Minimums
- + Call Recording
- + Carrier Fees
- + Hybrid Hardware
- + Security
- + Usage



LiveVox Costs

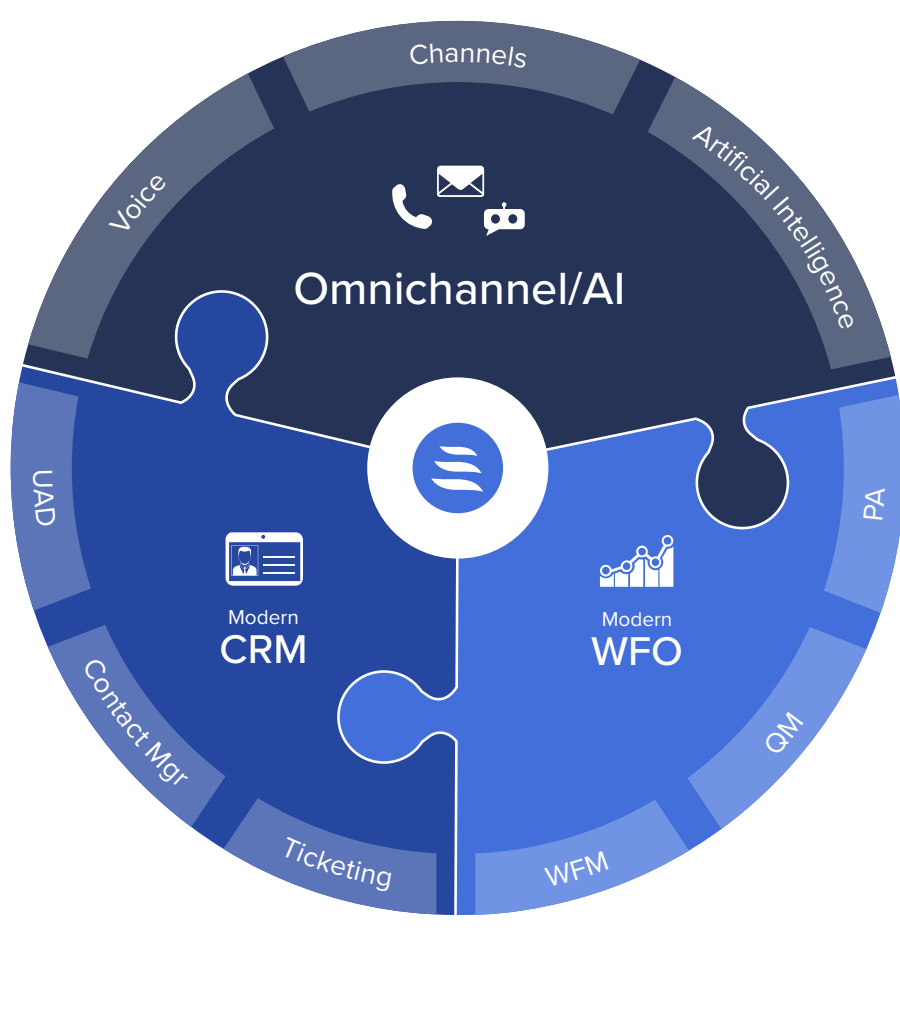
Up to 40% Savings

- + Platform Call Usage



Take advantage of a more cost-effective TCO

LiveVox is the only one-stop-shop for true omnichannel engagement that unifies modern channels, CRM, and WFO functionality into a single cloud customer engagement platform to simplify your total cost of ownership.



Schedule a Demo Today

Operations and Financial experts are on hand to provide a custom TCO analysis for your business.

