Mitel VS 3CX

Mitel MiCloud Connect is a unified communications platform that is hosted on the Google Cloud. Only proprietary hardware can be used and UC features are only recently added by a new partnership with RingCentral.

LET'S COMPARE

	Mitel	3CX
License Model	Per user, per month	Unlimited users. Annual simultaneous call license
UC Focus	Has recently had to partner with RingCentral to offer UC features for customers	Unified Communications and mobility have been at the core of 3CX since day 1
The Partner Model	Competes with partners and sells direct	Sells exclusively through the channel and refers ALL leads to partners
Feature Pricing	Mitel hides their add-on fees from their online pricing. Your headline quote can jump by 50% to get the features you need!	3CX has a zero add-on policy! Simply choose your edition and get all the features you need
Call Pricing / Packages	Mitel locks customers into their own calling plans	3CX is flexible, enabling you to bring your own SIP Trunks
Hosting	Can only be hosted for you with no option on location or provider	3CX can be deployed on-premise, in a private cloud, or hosted directly with 3CX
Telephone Hardware	Only Mitel handsets can be used with the system	3CX supports multiple vendors including Fanvil, Yealink, Snom, etc

LET'S COMPARE

	Mitel	**3CX**
Video Conferencing	Limited to 100 participants no matter what plan you are on	25, 100, or 250 participants depending on license edition. No time limit
CRM & Integrations	Limited to Teams, Salesforce, Netsuite, Outlook & Chrome	11 fully developed and **supported CRMs** and ticketing systems including Salesforce and Zendesk + 5 vendors supported
BYO CRM	No option to build your own integration	3CX CRM Wizard allows any REST API-supported platform to be integrated
Contact Center	Additional per user license required	Included with PRO & Enterprise edition licenses
SMS / MMS	Added via 3rd party applications	Native integration

Mitel — STRENGTHS AND WEAKNESSES

STRENGTHS
Globally recognized brand with an extensive partner network.

WEAKNESSES
Pricing is per user, per month. Partners must compete with direct sales. Add-on pricing is not published and telephone handsets must be proprietary.