

VS

RingCentral has grown to include a worldwide customer portfolio. The MVP (Message. Video. Phone) product is a per user, per month subscription with bundled call plans.

Handsets can only be purchased directly from RingCentral at much higher prices than available elsewhere. MVP pricing is available online but Contact Center pricing is POA.

LET'S COMPARE

Contact Center Pricing

Not available online

All license pricing transparent

Free Trial

14 days

3CX StartUP and 3CX Free are available free forever for up to 10 users / 4 SC respectively

License Model

Per User, Per Month

Unlimited Users. X number of simultaneous calls

Calling Plans

Locked into RC plans

Partners can choose from over 240 regional SIP carriers for preferential pricing

Hosting

Only hosted on RC platform

Can be hosted by 3CX, private cloud or on-premise

Auto Attendant / IVR

Available in Standard package onwards. Not Essentials

Included with most basic edition licenses including Free

Video Calling

Available in Standard package onwards. Not Essentials

Included with most basic edition licenses including Free

Video Conference

Maximum 200 participants

Maximum 250 participants

LET'S COMPARE

RingCentral

3CX

Voicemail to Email

Available in Standard package onwards. Not Essentials

Included with most basic edition licenses

Hot Desking

Available in Premium plan and Ultimate plan only

Included in PRO & ENT edition

Conference room hardware integration

Can be connected to RC for an add-on license of \$49 per month

Any supported conference hardware can be added for free

Partner Alliance

Zero information online regarding the structure and commission structure

Information freely available

Training

Some training is free but advanced training with a pro is \$400-\$800 per course

All training is free including live webinars

RingCentral

STRENGTHS AND WEAKNESSES

STRENGTHS

24x7 Support provided on all plans and application integrations are extensive.

WEAKNESSES

No flexibility on hardware devices as they must be purchased from RC. Calling plans are directly from RC meaning the customer is locked into fixed rates rather than being able to shop around with local carriers.