

# 5 WAYS WE DO IT BETTER: GOTOCONNECT VS MS TEAMS



VS



1

## GoToConnect is **MORE RELIABLE** than MS Teams

GoToConnect's industry leading uptimes of 99.995% outperforms Microsoft's SLA of just 99.9%. This equates to more than a **WHOLE DAY** of extra downtime with Microsoft. In fact, GoToConnect has been **FIVE** times more reliable than MS Teams during the Covid crisis.

2

## GoToConnect **PERFORMS BETTER** than MS Teams

This is largely due to how heavy MS Teams is on bandwidth usage. It requires 20% more bandwidth than GoToConnect and this impacts performance. Basically, it means you have a greater likelihood of high quality audio and video calls with GoToConnect, even when working from places with weaker broadband connections. Better performance leads to less end-user frustration, less tickets to IT, greater adoption and more productivity.

3

## GoToConnect is a **MORE POWERFUL** telephone system than MS Teams

GoToConnect powers much more than Microsoft Teams. With GoToConnect you can send a text message (SMS), you can send a FAX message, you can provide wrap up times for agents managing call queues, you can access detailed reporting and analytics to improve customer support and you have superior queue management capability.

4

## GoToConnect is **EASIER TO MANAGE** compared to Microsoft Teams

GoToConnect has 'Intelligent IVR' capability, while Microsoft Teams only offers a basic IVR. Effectively, PBX administrators can save an abundance of time and energy with our simple 'drag and drop' Dial Plan Editor. A powerful administration tool that sets GoToConnect aside from MS Teams.

5

## GoToConnect offers **MORE VALUE** for money compared to Microsoft Teams

Save up to 45% per user per month with GoToConnect, just on Microsoft's direct add-on costs. Save even more when you include indirect costs. And with GoToConnect, you don't need to top up with communication credits, simply make some calls and we'll send you a bill, your calls won't be barred unless you pay upfront like they will with Microsoft.