



3CX VS. TRADITIONAL HOSTED VOIP

A Different Model for Business Communications.

Both models can deliver cloud calling, mobility, messaging, video, and contact-center capabilities. The bigger difference is how the solution is licensed, architected, controlled, and supported.

THE DATAPATH APPROACH. 3CX separates the communications platform from many carrier and infrastructure decisions. DataPath uses that flexibility to architect, engineer, implement, manage, and continuously improve a solution around the business - not simply activate seats in a standard hosted service.

How the Models Differ

DECISION AREA	3CX + DATAPATH	TRADITIONAL HOSTED VOIP - TYPICAL
Licensing	System-based annual licensing sized by simultaneous calls rather than simply licensing every user.	Commonly priced per user/month, with features and usage varying by plan or add-on.
Deployment & Hosting	3CX supports hosted, self-hosted, and on-premises deployment options. DataPath can align hosting with control and resiliency requirements.	The provider typically owns and operates the SaaS platform; customers administer services within that framework.
SIP / Carrier Choice	Choose from supported SIP providers. Multiple carriers can be incorporated where appropriate for geography, economics, or resiliency.	Calling and platform services are often more tightly bundled within the hosted provider ecosystem.
Architecture & Control	Greater ability to customize routing, SIP, hosting, integrations, endpoints, and supporting infrastructure around the organization.	Strong administration tools, but the underlying service architecture is generally provider-controlled.
Resiliency & BCDR	DataPath can design geo-diverse recovery, carrier diversity, backups, SBC resiliency, and practiced continuity plans. AI Edition supports failover for qualifying self-hosted designs.	Redundancy is typically built into the provider cloud, but customers usually have less direct control over the underlying recovery architecture.
Support & Troubleshooting	One DataPath team can troubleshoot across 3CX, SIP carriers, hosting, network, firewall, SBCs, endpoints, and integrations.	The hosted provider supports its service; ISP, LAN, endpoint, or third-party issues may require separate coordination.
Economics & Flexibility	Licensing, carrier, hosting, endpoints, and support can be evaluated as separate design decisions.	Bundled recurring economics can be simpler to procure, but changes often remain inside the same vendor ecosystem.
Best Fit	Organizations that value engineering ownership, carrier freedom, customization, control, and system-level economics.	Organizations that prioritize turnkey SaaS simplicity and a standardized per-user service model.

Traditional hosted VoIP offerings vary by provider and plan. This comparison describes common market models rather than every vendor.



WHY DATAPATH + 3CX

Powered by 3CX. Engineered by DataPath.

3CX provides the platform. DataPath Solutions, Inc. provides the architecture, engineering, implementation, hosting strategy, carrier coordination, management, support, and continuous optimization around it.

15 YEARS OF 3CX EXPERIENCE. DataPath Solutions, Inc. brings 15 years of hands-on 3CX experience across architecture, engineering, implementation, hosting, carrier integration, migrations, support, and ongoing management.

What Sets the DataPath Model Apart

DATAPATH DIFFERENTIATOR	WHAT IT MEANS FOR YOUR ORGANIZATION
Architecture & Engineering	Call flows, licensing, endpoints, network readiness, SBC/router-phone design, security, integrations, and growth are engineered as one communications environment.
Geo-Diverse Hosting	Where requirements justify it, DataPath can architect recovery or failover across geographically separate hosting locations so one facility or region is not the entire continuity plan.
SIP Carrier Diversity	Multiple supported SIP providers can be evaluated or incorporated where appropriate, reducing dependence on a single carrier and creating options for routing, geography, service, and cost.
E911 Planning	Emergency calling should be configured and validated for applicable offices and user/location scenarios, including dispatchable-location information where required.
Managed 3CX	DataPath can actively manage updates, backups, certificates, monitoring, security, carrier issues, moves/adds/changes, documentation, and ongoing platform administration.
Business Continuity & DR	The communications plan can account for loss of the 3CX instance, hosting location, SIP carrier, Internet circuit, SBC/router phone, or office - and the plan should be practiced, not just documented.
Full-Stack Troubleshooting	Voice quality and availability depend on more than the PBX. DataPath can work across firewalls, QoS, switching, Internet connectivity, endpoints, hosting, and carrier dependencies.
AI, Integrations & Evolution	AI Receptionists, AI Personal Assistants, transcription, reporting, Teams Direct Routing for qualifying systems, CRM integrations, messaging, and DataPath-managed faxing can be evaluated as the platform evolves.

Questions Worth Asking Before You Renew

REDUNDANCY. If the primary instance or hosting location fails, what happens next?	SIP DIVERSITY. Can you use multiple carriers, or is one provider a single point of dependency?	E911. Are every applicable location and dispatchable-location requirement correctly configured?
MANAGEMENT. Who is actively managing updates, backups, certificates, monitoring, and carrier issues?	BCDR. When was the last time you actually practiced and validated the communications recovery plan?	OPTIMIZATION. Is your platform being continuously improved - or simply kept running?

LET'S COMPARE YOUR CURRENT HOSTED VOIP ENVIRONMENT

Bring us your current service model, user count, call volume, carrier/number inventory, and business requirements. We can identify whether 3CX + DataPath Solutions, Inc. is a better fit.

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Powered by 3CX. Engineered by DataPath. Architected, implemented, managed, and supported by Your Expert 3CX Team.

3CX features, licensing, deployment options, integrations, and provider compatibility vary by edition and configuration and are subject to change. 3CX is a trademark of its respective owner.