

TDM PBX

VS

IP PBX

TDM PBX

- Uses traditional circuit-switched technology
- Requires physical lines (e.g. PSTN, PRI, T1/E1) to transmit voice calls
- Analog or digital endpoints are connected directly to the PBX
- Requires proprietary hardware to function
- Offers high voice quality and reliability
- Vulnerable to landline outages
- Has a limited number of ports for connecting phones
- Requires additional circuit boards to expand the system
- Difficult to implement redundancy effectively
- Offers basic call features (e.g. call forwarding, transfer, and hold)
- Technical support of TDM rapidly are drying up
- Requires more hands-on management and regular hardware maintenance
- Phone number determined by location or equipment
- Can hardly be integrated with other modern systems
- Provides little essential mobility features for remote workers
- Less upfront costs but more expenses on ongoing maintenance and support
- Cannot offer native support for unified communications
- Works fine for SMEs with a fixed number of phone lines and basic calling needs

IP PBX

- Uses packet-switched technology
- Uses internet protocol to transmit voice calls over data networks
- Supports SIP-based endpoints, either IP phones or softphones
- Less hardware required, or hosted in the cloud
- Requires sufficient bandwidth to maintain call quality
- Much cheaper SIP trunking services
- Has a higher capacity for simultaneous calls
- Scale by adding more server capacity (on-site or in the cloud)
- Advanced redundancy and failover mechanisms
- Offers advanced call features (e.g. voicemail-to-email, call recording)
- Less in-house telephony expertise required
- Can be managed remotely through web-based interfaces
- Can be deployed across multiple sites more easily
- Integrates easily with other communication systems
- Provides mobile clients to turn personal devices into office extensions
- More upfront costs but a higher return on investment over time
- Typically offers a range of native UC features
- Preferred by organizations that prioritize flexibility, scalability, and productivity