



3CX vs NEC Univerge IPPBX Comparison

S.No	Specifications	3CX	NEC
1.	Protocol	3CX uses open-standard SIP protocol used by the vast majority of vendors	NEC also uses SIP Protocol.
2.	Gateways	3CX offers much more flexibility in terms of supported Gateways that are certified and supported by 3CX. There are manuals available from 3cx to configure the supported gateways.	Needs separate training for call routing and to configure the gateways. Not user-friendly.
3.	Operating System	3CX being software-based also avoids hardware lock-in. The end customer can choose easily to upgrade the PBX and the 3CX software can be installed in a number of different ways (Hyper-V / VMware or also on a dedicated physical appliance if that is preferred).	3CX is software-based and can be virtualized, where NEC UNIVERGE S series cannot.
4.	Cloud Installation	3CX have separate tool called PBX express which installs the new PBX within few minutes.	Not applicable to NEC
5.	Mode	Software-based.	NEC S series is Appliance-based.
6.	Hardware Investment	No need for a dedicated machine or a low-performance appliance. Can able to install the 3cx in Windows 10, Windows servers. Optionally, using Hyper-V, or VMware for virtualizing your PBX and separate it from other apps, without requiring a dedicated PBX server.	NEC UNIVERGE 3C series can only able to install in windows server and in VMWare.
7.	Concurrent Calls	3CX's cost per simultaneous call is much more cost-effective than the cost per extension model.	Not applicable to NEC
8.	Call Reports	3CX have both standard and advanced call center reports with graph, statistics.	NEC have only standard call reports.
9.	Web meeting	Complimentary – WebRTC 3CX Web meeting license completely free of charge in addition to the phone system itself. 3CX web meeting have advanced features like Screen share, Whiteboard, Chat, Poll, Classroom features etc.,	Video Conferencing available with minimal features.

10.	Video Conference	Participants can even attend these online Web Meetings via their WebRTC-enabled browsers/Android or iOS devices and see the slides/shared the screen as the Presenter is speaking.	Only able to connect to the video conferencing using softphones or in video telephone.
11.	Softphones & Web Softphones	3CX Softphone available for all platforms (Windows, MAC, IOS & Android). And easy to configure. Additionally, users can also use web client to make and receive calls.	Softphones available with minimal options.
12.	IP Phones	3CX supports wide range of IP phones. Brands like HTek, Yealink, Fanvil, SNOM, Grandstream, Cisco etc.,	NEC PBX only supports NEC brand IP Phones.
13.	Tunnel Connection	3CX Softphones and 3CX SBC uses tunnel connection to combines all SIP and RTP Packets using custom TCP protocol which is more secure than the normal connection.	Not applicable to NEC
14.	Click2Meet & Click2Call	3CX has excellent Advanced contact centre features - such as Click2Meet and Click2Call (apart from the standard contact centre features).	Not applicable to NEC
15.	Knowledge	Easy installation & management. All tutorial videos are available in 3CX Academy.	Need a separate training to install and maintain the PBX.
16.	Security	Various security options are available in 3CX. IP blacklist, Console restriction, Country blacklist, Notification alerts, Etc.,	Security options are less comparing with 3cx.