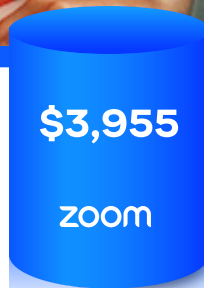




Total cost of ownership Zoom vs RingCentral

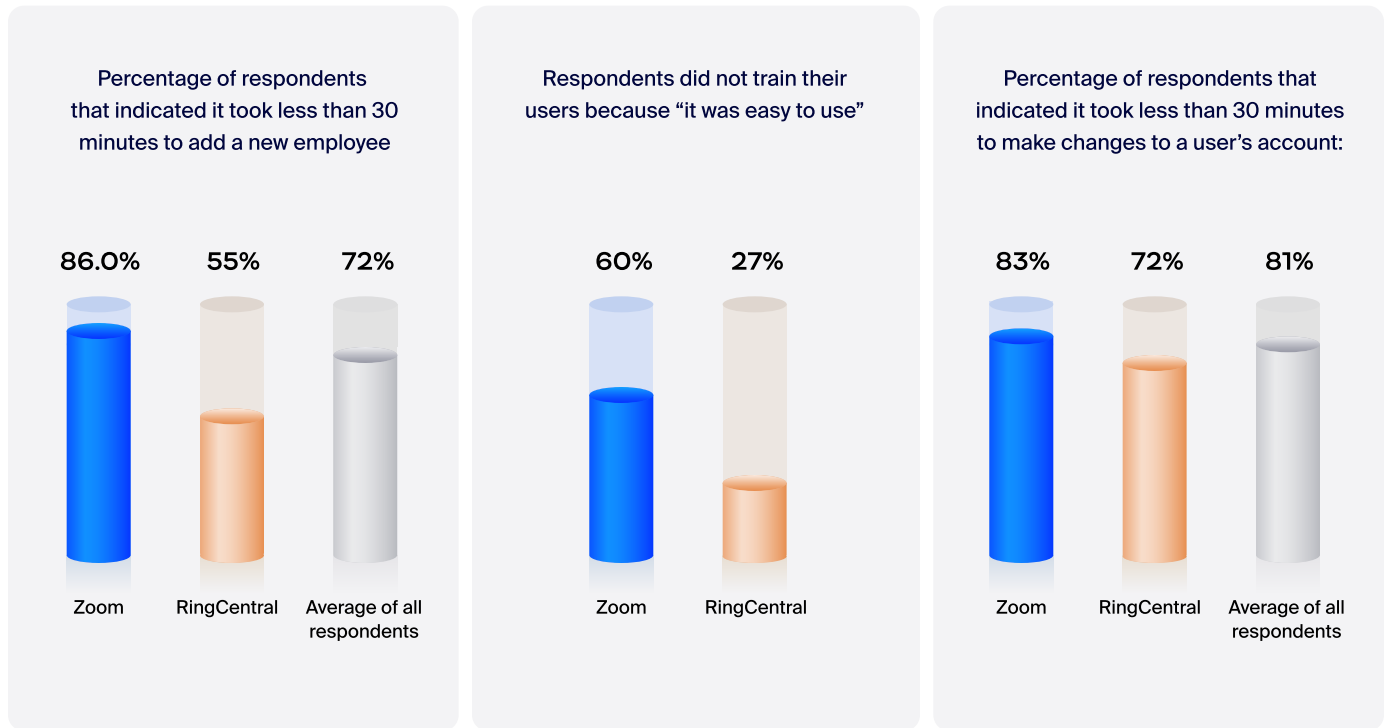


From Jan. to Feb. 2023, Metrigy conducted a study of 517 end-user organizations to gather real-world operational costs from those using both RingCentral and Zoom. The study found that, for organizations of fewer than 2,000 employees, RingCentral's year one overall total cost of ownership (TCO) was \$1,708.61, while Zoom's was \$846.31. TCO is calculated using a few types of costs, including licensing, training, and ongoing management associated with both platforms.

Metrigy report 2023 key stats	Zoom	RingCentral
One-time charges (Implementation and training)	\$69	\$105
Recurring annual licence costs	\$311	\$355
Recurring annual operating costs (Ongoing administration and support)	\$466	\$1,249
Total 5-year TCO	\$3,955	\$8,121

What Makes The Difference

You may be wondering why implementation and training costs are higher for RingCentral, or why there's such a gap between ongoing management costs for the two providers. One answer: ease of deployment and use. With Zoom's approachable, intuitive design, IT leaders and end users alike can quickly and effectively use the platform.



The Bottom Line

Whether you're looking to reduce training or ongoing management costs, Zoom can help you get there. While RingCentral has a rich telecommunications history, Zoom's modern, intuitive solutions help you achieve efficiency at scale. You can save time and money, all while keeping your communications solutions in one centralized place.

Seeing is believing! Schedule a live demo with one of our product specialists at your convenience.

[Schedule a live demo](#)

Study methodology

1. Metrigy conducted a custom research study for Zoom from Jan. to Feb. 2023, examining cost, utilization, and management of voice and meeting solutions
 - 517 responses, including three interviews and 514 electronic survey responses
 - Global reach
 - Random sampling of all industries
2. Metrigy developed hypotheses and questions, which were reviewed jointly with Zoom's project team
3. Metrigy programmed the survey, gathered research responses, analyzed data, and created the presentation, including charts and tables that provided technology trends, cost analysis, and cost comparisons between vendors
4. Zoom has a license to use this independently gathered and analyzed data