



HOSTED 3CX · VOICE PLATFORM · SOUTH AFRICA

⚠️ YOUR OLD PBX IS COSTING YOU MORE THAN YOU THINK

3CX
GOLD
PARTNER

Stop paying for a phone system tied to a building.

Your office number — anywhere. On any device. Always available.

Hosted 3CX, DID lines, SIP trunking, and a voice platform that survives load-shedding, scales without re-platforming, and keeps your business reachable wherever your team goes.

For businesses ready to leave outdated PBXs, expensive line rental, and "in the office or unreachable" working models behind — and ready to take a properly engineered phone system with them, anywhere.

3CX Gold Partner

Top-tier certified expertise

Cost Savings

Up to 60-80% off traditional PBX

Mobile Apps

iOS · Android · Desktop · Web

DID Lines

Geographic numbers across SA

Load-Shedding Proof

Calls flow through outages

POPIA Aligned

SA data residency · Encrypted

Six things your phone system is doing to your business.

Most South African businesses are still running phone systems that pre-date smartphones, remote work, and load-shedding. **It works — until your team is on the road, your aircon dies, an outage hits, or someone asks for the call recording from last month.** By then, the phone system has cost you more than the next three years of paying for a proper one.



Aging Hardware PBX

Your PBX is years old. Spare parts are scarce. The technician who knows it is one resignation away from gone. The day it dies isn't a planned date — it's a Tuesday morning when nobody's ready.

Replacement PBX: R80K-R250K · Vendor lock-in: years



Line Rental That Never Stops

Per-line monthly fees, per-extension charges, per-feature add-ons. Most businesses are paying 60-80% more than they need to — every month, year after year, just for the privilege of having phones at all.

Avoidable cost: R3K-R30K monthly · Annual: substantial



Tied to One Office

Your team works from home? They use personal cells. Your sales rep is on the road? They miss every office call. **"In the office or unreachable"** is a working model that ended in 2020 — but the phone system never got the memo.

Lost productivity · Lost talent · Lost calls



Load-Shedding Kills Calls

Stage 4. Power's out. UPS lasts 20 minutes. The PBX dies. The whole business is unreachable for two hours. Customer calls go to voicemail nobody hears. This happens four times a week.

Outage cost per hour: 2-10x monthly licence fee



No Analytics, No Insight

How many calls did you miss yesterday? How long was the average wait? Who's the busiest? Which campaigns drove inbound calls? On most legacy PBX, the answer is **"we don't know"**. You can't improve what you can't measure.

Missed calls: invisible · Lost opportunity: cumulative



POPIA Exposure

Call recordings are personal data. Customer call logs are personal data. POPIA requires reasonable security safeguards, audit logs, lawful processing. Most legacy PBXs offer none of this — exposure waiting to happen.

POPIA fines: up to R10m · Reputational damage: permanent

One platform. Every conversation. Every channel.

3CX is not a phone system bolted onto the internet. It's a properly engineered **unified communications platform** — voice, video, chat, WhatsApp, Microsoft Teams, CRM integration, call analytics — all delivered through one console, one app, one experience. Used by **350,000+ businesses worldwide** including Hugo Boss, Pepsi, and Harley-Davidson.



Voice Calls

Crystal-clear HD voice on internal extensions, DID lines, and SIP trunks. SRTP encryption end-to-end.



Video Conferencing

Built-in video meetings with screen sharing. No add-on licences. No third-party Zoom subscriptions.



Live Chat

Embed live chat on your website. Customers chat from your site, your team replies from the 3CX app.



WhatsApp Business

WhatsApp messages flow into the 3CX inbox. 2.4 billion users on WhatsApp — meet your customers there.



Microsoft Teams

Direct routing through Microsoft Teams. One Teams interface, full PBX behind it. Best of both worlds.



Call Recording

Automatic recording per extension or queue. Searchable, exportable, audit-ready. POPIA-aligned storage.



IVR & Auto-Attendant

Multi-level IVR menus, time-conditional routing, holiday rules. Configured in minutes, not weeks.



Call Queues & Groups

Ring groups, hunt groups, priority queues, skill-based routing. The right person answers, every time.



Reports & Analytics

Live wallboards, queue stats, agent performance, call volume trends. Manage what you can finally see.



Voicemail to Email

Voicemails delivered as audio attachments to email. Plus AI transcription where licensed.



CRM Integration

Salesforce, HubSpot, Zoho, Pipedrive — calls logged automatically against the contact record. Click-to-dial.



SIP Trunk Choice

Plug in any tested SIP trunk. Vox, Telkom, ECN, MTN, international providers. No vendor lock-in.

*Every feature listed here is included on every 3CX licence we sell. **Per-call licensing, not per-user.** Most competitors charge per extension, per feature, per integration. We don't.*

— THE SWISS SYSTEMS 3CX PROMISE

Your office number is now a person, not a place.

Office phones answer at the desk. Mobile phones answer wherever the person is. With 3CX, **your office number rings on every device that person uses** — laptop in the home study, mobile in the car park, desktop in the boardroom, web client in a hotel room. One number. One identity. Every device.



Mobile Apps

Native iOS and Android. Office extension on every team mobile. Calls over Wi-Fi or cellular data.



Desktop Apps

Windows and Mac softphones. Headset-and-keyboard calling. Click-to-dial from any browser.



Web Client

Browser-based. No install, no hassle. Log in from a hotel computer, an internet café, a friend's laptop.



Desk Handsets

Yealink, Snom, Cisco, Polycom. Auto-provisioned. Plug it in, it works. Same extension as the mobile.

PILLAR 01

One Number, Every Device

Your office number rings on the mobile, the desktop, the web client, and the desk phone simultaneously. The first to answer takes the call. Nobody misses anything.

PILLAR 02

Save 80% on Mobile Costs

Calls between team members on the 3CX app are free — no airtime, no data billing on the work mobile, no R-charge per call. Internal calls become an internal expense, not a per-minute drain.

PILLAR 03

Work-From-Anywhere Real

Office phone in the home study. International conference call from the airport lounge. Sales call from the client's parking lot. Same extension, same caller ID, same call quality.


*Stop telling customers "she's not in the office today, can I take a message?" Start saying **"let me put you through"** — and actually do it, wherever she is.*

— THE SWISS SYSTEMS MOBILITY PROMISE

Geographic numbers, without the geography.


DID — Direct Inward Dialling — means every employee, department, or service can have a real phone number. **011, 021, 031, 010, 087** — pick the city, pick the prefix, even if your team is sitting somewhere else entirely. Look local in every market you serve, without renting an office in every city.

011 Johannesburg GAUTENG	021 Cape Town WESTERN CAPE	031 Durban KWAZULU-NATAL	010 Gauteng VOIP MODERN RANGE
012 Pretoria TSHWANE	041 Gqeberha EASTERN CAPE	087 National VOIP RANGE	+int International GLOBAL




Number Porting In

Bring your existing numbers across. Customers keep dialling the same number. The phone just rings somewhere properly engineered now. Porting handled by us — the customer doesn't lose a single call during the transition.




Multiple SIP Trunks

Plug in any tested SIP provider. Vox, Telkom, ECN, MTN — and international providers for cross-border calling. Use one trunk for inbound, another for outbound, a third for failover. Least-cost routing built in.



Outbound Routing Rules

Configure which trunk handles which calls — internal, local, national, mobile, international, after-hours. Save 30-60% on outbound spend by routing each call type through the cheapest valid path.



Failover & Redundancy

Primary trunk fails? Secondary takes over automatically. Internet drops on one path? Calls reroute through the backup. The 3CX system handles trunk failover invisibly — your customers never notice the swap.

Power's out. Your phones keep ringing.

South African businesses lose hours of inbound calls every week to load-shedding. **A traditional PBX dies the moment the office UPS gives up.** Hosted 3CX runs in our data centre with 100 kVA inverters, generator backup, and 10 Gbps redundant fibre. The team picks up calls on their mobile app, on cellular data, in their car, at home — wherever they are.

⚠ TRADITIONAL PBX

Office power dies, business goes silent

Stage 4 hits. UPS handles 20 minutes. The PBX powers down. Inbound calls bounce or hit dead-air. Customers think you've gone out of business. Two hours later when the lights come back, the calls don't.

Calls lost during outage. Customer trust erodes daily. Annual cost: substantial.

✓ HOSTED 3CX WITH SWISS SYSTEMS

Calls keep flowing through every outage

The 3CX server lives in our data centre — 100 kVA inverters, generator backup, never goes down. Your team's mobile app keeps working on cellular data. Customers reach the right person. The business never closes.

Calls answered through every stage. Reputation intact. Revenue protected.

1

Power Cuts

Office goes dark. Employees lose desk power.

2

Server Stays Up

3CX in our data centre keeps running normally.

3

App Takes Over

Mobile apps on cellular data continue answering calls.

4

Customer Wins

Caller reaches the right person. Doesn't even know there's an outage.

*Load-shedding is the South African reality. **Customers don't care about your power problem** — they just care that you answered. Hosted 3CX makes that possible, every time.*

— THE SWISS SYSTEMS LOAD-SHEDDING PROMISE

3CX, in the apps your team already uses.

Phone systems used to live in a silo. Modern customer conversations don't. **3CX integrates with the platforms your team uses every day** — Microsoft Teams, Salesforce, HubSpot, Zoho, WhatsApp, your website's live chat. The phone rings, the right contact opens, the call is logged automatically. Less typing. Better service.

MICROSOFT

Microsoft Teams Direct Routing

Make and receive PBX calls directly inside Microsoft Teams. One Teams interface, full 3CX functionality behind it. Best of both worlds — collaboration where it lives, calling where it belongs.

Teams

MS 365

Direct Route

CRM STACK

Salesforce, HubSpot, Zoho, Pipedrive

Calls automatically logged against the contact record. Click-to-dial from inside the CRM. Inbound calls open the right contact card before you've even said hello. Better calls, better notes, better outcomes.

Salesforce

HubSpot

Zoho

Pipedrive

CUSTOMER CHANNELS

WhatsApp Business & Live Chat

2.4 billion people are on WhatsApp. Your website visitors expect live chat. 3CX brings both into your team's existing 3CX app — so the same agent who answers a call answers a WhatsApp message. One interface, every channel.

WhatsApp

Live Chat

Facebook

PRODUCTIVITY

MS 365 / Google Workspace Sync

Sync contacts and calendar from Microsoft 365 or Google Workspace. Out-of-office in your calendar? 3CX routes around you. Meeting in Teams? Status updates automatically. The phone system knows what your day looks like.

MS 365

Workspace

Calendar

SIP PROVIDERS

Any Tested SIP Trunk

Vox, Telkom, ECN, MTN Business, international carriers. Plug in any tested SIP provider. Use multiple in parallel for least-cost routing. No vendor lock-in. No "approved provider only" restrictions.

Vox

Telkom

ECN

+ Many

REPORTING & ANALYTICS

Live Dashboards & Wallboards

Live queue stats, agent activity, call volume by hour, missed-call analysis, average wait, longest hold, abandoned rate. The numbers managers need to actually run a service team — visible on a TV, refreshed in real time.

Wallboard

Reports

Live Stats

Bring the brands you trust. Or pick from ours.

3CX supports the major business phone brands — and we supply, configure, and provision them as part of the service. Plug it in, and the handset auto-provisions itself with your extension, your contacts, your settings. **No manual config. No "call IT to set up the phone."**

MOST DEPLOYED

Yealink

Robust, reliable, well-priced. Our default recommendation for most deployments. Full range from entry-level desk phones to executive units, conference phones, and DECT cordless. Excellent audio quality, simple admin.

T31G Entry

T44W Mid

T58W Executive

CP965 Conference

W73P DECT

PREMIUM GERMAN ENGINEERING

Snom

German-engineered SIP phones. Premium audio, high reliability, particularly strong for environments where call quality matters most — call centres, executive desks, customer service teams. Slightly higher price point, materially better build.

D712 Entry

D785 Premium

D862 Executive

M-Series DECT

ENTERPRISE STANDARD

Cisco

Enterprise-grade SIP phones for environments with existing Cisco standardisation. Strong fit for larger corporates, government, and audited industries. Premium support and lifecycle management — at premium pricing.

8800 Series

8865 Video

7800 Series

CONFERENCE SPECIALIST

Polycom (Poly)

The conference room standard. Polycom's SoundStation and Trio series deliver the best speakerphone audio in the industry — meeting rooms, executive boardrooms, hybrid meeting setups. Used because nothing else sounds quite as good.

VVX Series

Trio 8500

Trio C60


Handsets are **auto-provisioned by 3CX** — plug in, power up, log in. Your extension, your contacts, your settings, your photo. No manual setup. No tech visit required for moves and adds.

— THE SWISS SYSTEMS PROVISIONING PROMISE

Top-tier 3CX certified. Not just a reseller.


Anyone can resell 3CX. **Very few can sell, deploy, integrate, troubleshoot, and support it at the level Gold Partner status demands.** Gold is the top tier — earned through volume, certifications, technical depth, and customer outcomes. When the deployment gets complex, the difference between a Bronze partner and a Gold partner is whether your business stays online.

<p>Bronze</p> <p>ENTRY TIER</p> <p>Basic certification. Limited deployment experience. Simple installs only.</p>	<p>Silver</p> <p>MID TIER</p> <p>Moderate certification depth. SMB-focused. Standard integration capability.</p>	<p>Gold</p> <p>★ TOP TIER — SWISS SYSTEMS</p> <p>Highest commercial certification. Complex deployments. Multi-site. CRM/Teams integration. Direct vendor escalation.</p>	<p>Platinum</p> <p>VENDOR DIRECT</p> <p>3CX-direct partner status. Vendor-managed accounts. Reserved for largest distributors.</p>
--	--	--	--




Direct Vendor Escalation

When something gets weird, we don't queue with general support. Gold partners have direct technical escalation to 3CX engineering — issues land with the people who actually wrote the code.




Engineering Certifications

Our engineers carry current 3CX Advanced Certified Engineer credentials. Re-certified per major version. Trained on integrations, SBC config, security hardening, and complex multi-site rollouts.



Better Pricing on Licences

Gold partner pricing means better commercial terms — which we pass on. Same product, materially better value than buying through a smaller reseller or directly from 3CX.



Pre-Release Access

Beta versions, roadmap previews, advance notice of feature changes. Gold partners shape what 3CX builds next — which means we know what's coming before your competitors do.

*The cost of a 3CX licence is the same regardless of who sells it to you. **The cost of getting it wrong** — bad config, no escalation, weak security, missed integrations — is paid by the customer for years afterwards.*

— THE SWISS SYSTEMS GOLD PARTNER POSITION

One number. No surprises.

Most "hosted PBX" deals look cheap on the front page and expensive on the invoice. Swiss Systems pricing is **per concurrent call, per month, fully inclusive**. Hosting, licensing, support, mobile apps, video conferencing, integrations — all in. Pay for the calls you make at the same time, not for the people who use the system.

What you get	Swiss Systems	Traditional PBX / Other
3CX licence (per simultaneous call)	✓	<i>Per-extension licence</i>
Hosted infrastructure (data centre, redundant power, fibre)	✓	<i>Capex + service costs</i>
Mobile apps (iOS & Android) per user	✓	<i>Per-user add-on</i>
Desktop softphone (Windows & Mac)	✓	<i>Often separate licence</i>
Web client (browser-based)	✓	<i>Often unavailable</i>
Video conferencing & screen sharing	✓	<i>Per-user Zoom-style add-on</i>
Call recording (per extension or queue)	✓	<i>Optional add-on</i>
WhatsApp Business integration	✓	<i>Rarely available</i>
Microsoft Teams direct routing	✓	<i>Premium add-on</i>
CRM integrations (Salesforce, HubSpot, Zoho, etc.)	✓	<i>Per-CRM connector fee</i>
Live chat website widget	✓	<i>Separate product</i>
Reports, wallboards & analytics	✓	<i>Often premium tier only</i>
Number porting & DID provisioning	✓	<i>Project cost</i>
Handset auto-provisioning	✓	<i>Manual config per phone</i>
POPIA-aligned hosting & documentation	✓	<i>Self-managed</i>

THE REAL COMPARISON

Standard quote

Pay for concurrent calls — not extensions. Add 100 users, pay for the 8 who are on the phone at once.

Per call · per month · all in

From your old PBX to 3CX, in days.

Voice migrations are nerve-wracking — because if it goes wrong, customers can't reach you. We do them properly: **parallel deployment, ported numbers tested before cutover, handsets pre-provisioned.** The customer hears the same number ringing — they don't know anything has changed except calls now connect faster and more clearly.

1

DAY 1-3

Discovery

Audit your existing setup — extensions, IVR, queues, recordings, CRMs, integrations. We document what to recreate, simplify, or improve. Output: a clear migration brief.

2

DAY 4-7

Build & Configure

3CX environment provisioned. Extensions, queues, IVR menus, integrations, call routing rules — all configured before you cut over. Tested internally before you see it.

3

DAY 8-12

Number Porting & Test

DID numbers ported. SIP trunks live. Handsets shipped pre-provisioned. Mobile apps deployed to team. Test calls validated. Side-by-side parallel run with old PBX.

4

DAY 13+

Cutover & Support

Scheduled cutover — typically over a weekend. Old PBX kept on standby for 14 days. Hand-hold support week 1 post-cutover. Steady-state from week 2.

WHAT YOU KEEP THROUGH THE MIGRATION

Your numbers

All existing DIDs ported across. Customers keep dialling the same numbers. Zero churn on customer-facing identity.

Your team's habits

Same extension numbers, same IVR menus, same call routing. Training takes hours, not days. Adoption is automatic.

Your peace of mind

Old PBX kept on standby for 14 days. Rollback path is real, not theoretical. Cutover happens when you're ready.

Gold Partner. Local data. Honest sizing.

Anyone can resell 3CX licences. We do the part everyone else struggles with: **configure it properly, integrate it cleanly, host it locally, support it long-term, and never play games with the licensing.** Same product, materially better outcome.

01

3CX Gold Partner Status

Top-tier commercial certification. Direct vendor escalation. Engineers with current Advanced Certified credentials. Better licence pricing passed through to customers. Pre-release roadmap visibility.

→ **Top of the partner ladder**

02

Hosted in South Africa

Your 3CX server lives in our SA data centre — POPIA-aligned residency, sub-20ms latency to all major metros, no offshore data transfer. Local data, local support, local accountability.

→ **Local everything**

03

Load-Shedding Engineered

100 kVA inverters. Generator backup. 10 Gbps redundant fibre. The 3CX server stays up regardless of what's happening at your office. Mobile apps keep your team reachable through every outage.

→ **Always-on, properly engineered**

04

Inclusive Pricing

Per simultaneous call, per month, all in. No per-extension fees. No per-feature add-ons. No hidden integration charges. Mobile, desktop, web, video, WhatsApp, Teams, CRM — all included.

→ **One bill, no surprises**

05

Honest Sizing & Support

We size for actual concurrent call volume, not extension count. We don't upsell licences you don't need. Quarterly utilisation reviews. Right-size conversations grounded in real data, not commission targets.

→ **Trust, contractually backed**

06

End-to-End Service

Number porting handled. SIP trunks configured. Handsets pre-provisioned. CRM integrations tested. Training delivered. Support included. One supplier, one contract, one accountable team.

→ **Operational simplicity**

READY WHEN YOU ARE

Test it on a real call. Today.

Book a 30-minute demo. We'll set you up with a free 3CX trial inside 24 hours, run a real call from your prospective extension to your mobile, port a test number, and answer every question — including the awkward ones about migration risk.

01

Gold Partner

Top-tier 3CX certified. Direct vendor escalation. Better pricing. Engineering depth that shows when deployments get complex.

02

Always Available

Hosted in our SA data centre with redundant power, generator backup, 10 Gbps fibre. Calls flow through every load-shedding stage.

03

All Inclusive

Per concurrent call, per month, everything in. Mobile apps, video, WhatsApp, Teams, CRM, recording, reporting — no add-ons.

TALK TO US

010 006 0666

ONLINE

www.swissystems.co.za

FREE TRIAL

Live in 24 hours



Swiss Systems South Africa

Your Technology Partner · 3CX Gold Partner · Hosted Voice Platform