

# Cloud Migration Myths

Setting the record straight on six mistruths.

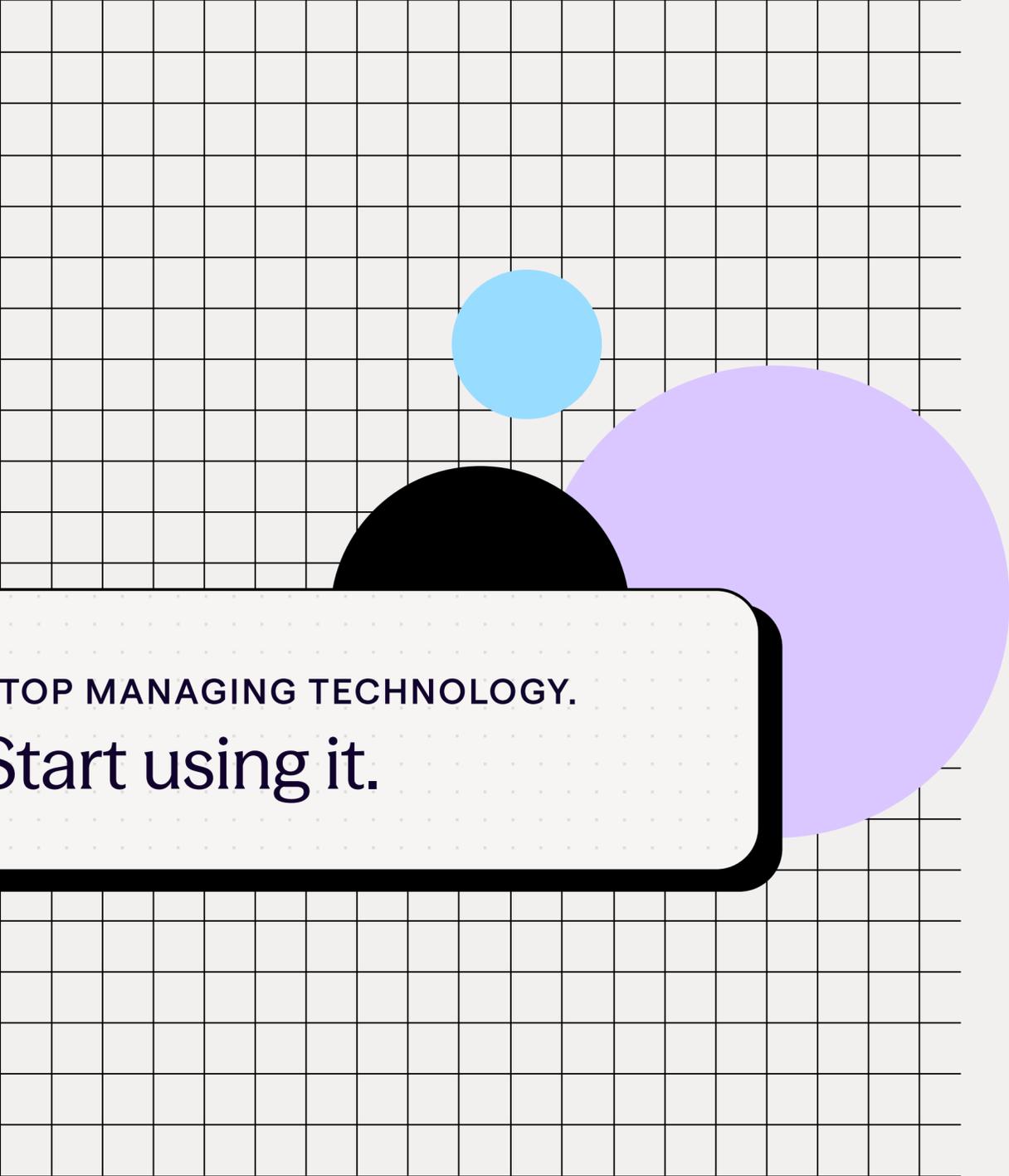
# Staying on-premise is no longer an option

Migrating from outdated, on-premise phone systems used to be a guarantee of organizational pain: weekend lock-ins, punitive downtime, and a spreadsheet full of hidden costs. That chaotic era is over.

Today, market leaders across every size and industry are ditching the copper wires and the complexity by moving to the cloud with **Dialpad Connect**.

Built on Google Cloud and fueled by native AI, Dialpad doesn't just simplify communication—it eliminates the technical debt and managerial headaches that are holding your business back.

This definitive guide dispels the myths of legacy migration and delivers the new reality: **modernization without compromise.**



**STOP MANAGING TECHNOLOGY.  
Start using it.**

“Moving to the cloud means unpredictable costs”

**REALITY**

**Wrong.** Migrating from CapEx-heavy hardware to an OpEx-based subscription model is the first step toward financial freedom. The second step is demanding visibility. Legacy vendors thrive by burying hidden fees for storage, maintenance, and add-ons in the fine print.

Dialpad doesn't play that game. We eliminate cost anxiety with a model built entirely on clear, unified subscription pricing.

**DIALPAD ADVANTAGE**

- Flat, per-seat pricing—no surprises
- Unified platform for calling, messaging, and meetings
- Real-time analytics and usage visibility

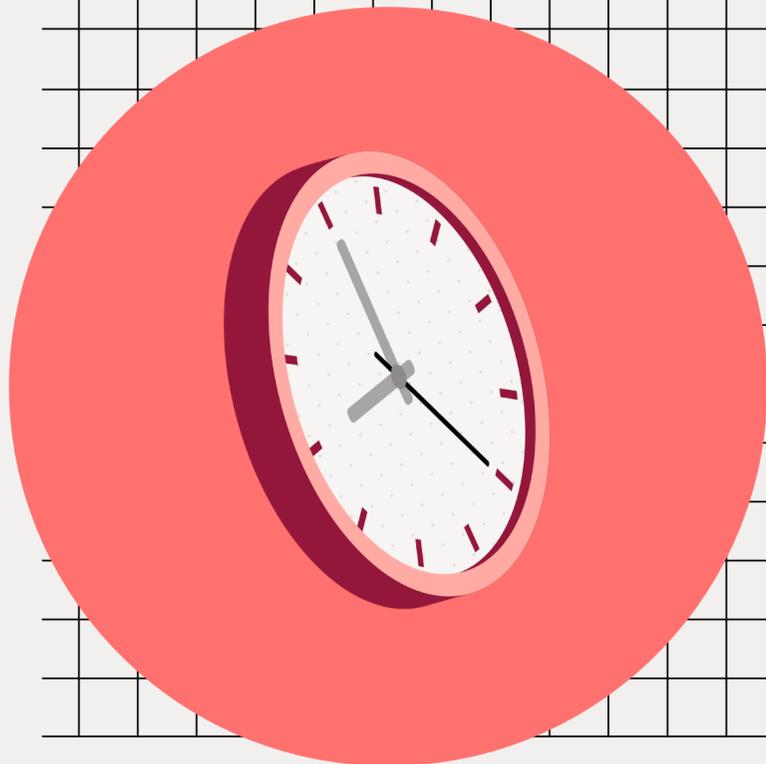
**Result: Predictable monthly billing and lower total cost of ownership.**



“Cloud migrations take too long”

**REALITY**

**Nope.** Forget the agonizing, quarter-long deployments of the past. With Dialpad, migrations don't take weeks—they deploy with surgical precision and zero operational downtime. Our experts—backed by intelligent automation—handle all the tedious work: provisioning, complex porting, and end-to-end testing. This ensures your distributed teams cut over seamlessly, retaining full business momentum without losing a single high-stakes call.



**DIALPAD ADVANTAGE**

- Dedicated onboarding and porting specialists
- Browser-based setup—users can start calling instantly
- Step-by-step migration playbook with live support

**Result: 80% of customers go live in under two weeks.**

“Our custom setups won’t work in the cloud”

**REALITY**

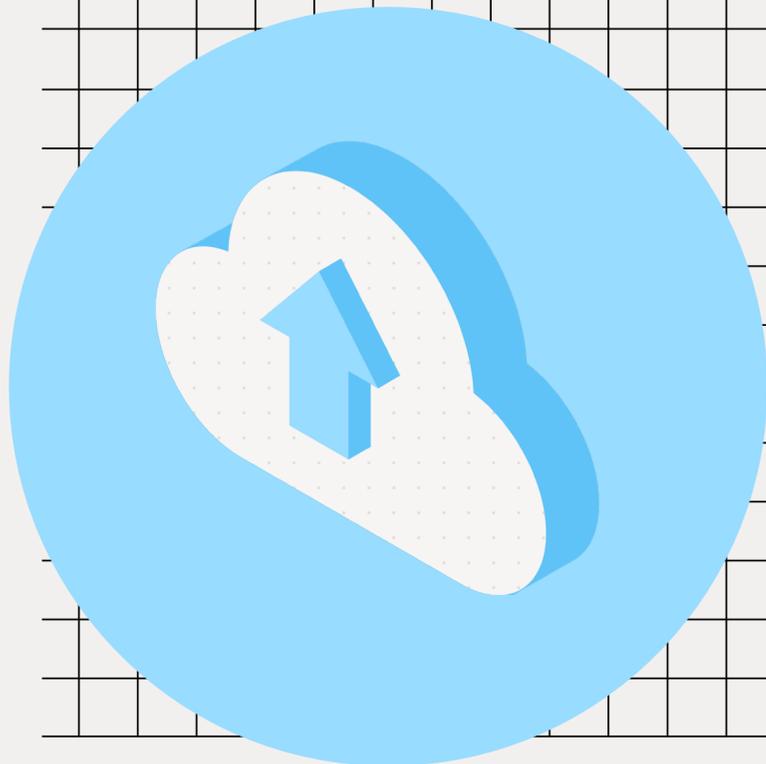
**Not true.** Modern UCaaS platforms are designed for flexibility and deeper customization than any decades-old PBX system could ever manage.

Forget rebuilding workflows from scratch—Dialpad allows you to instantly enhance them. We natively integrate with the tools your teams rely on every hour (e.g. Salesforce, Google, Microsoft), and our open APIs deliver the foundation for deeper, mission-critical automation.

**DIALPAD ADVANTAGE**

- 100+ native integrations (Google Workspace, Microsoft 365, Salesforce, etc.)
- Open APIs for custom automations
- Configurable call routing and analytics

**Result: Predictable monthly billing and lower total cost of ownership.**



“Moving to the cloud means losing control of our systems”

**REALITY**

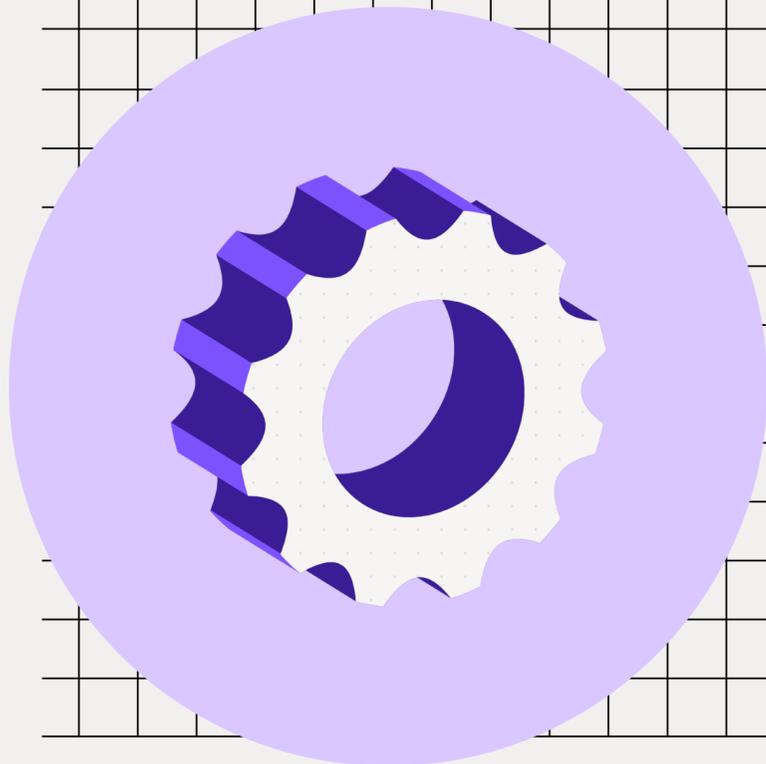
**False.** It's just the opposite. You don't lose control—you gain centralized governance over the entire system—accessible from anywhere.

Enterprise security and compliance (including SOC 2 Type II, GDPR, and HIPAA) are built-in, not bolted-on. The days of hunting down disparate systems and siloed data are over. Dialpad provides a single, centralized admin console with real-time dashboards and proactive alerts for total, effortless oversight.

**DIALPAD ADVANTAGE**

- Centralized admin console for all users and devices
- Enterprise-grade compliance: SOC 2 Type II, GDPR, HIPAA-ready
- Real-time dashboards and proactive alerts

**Result: Full governance with less complexity.**



“Our IT team doesn’t have the bandwidth for this”

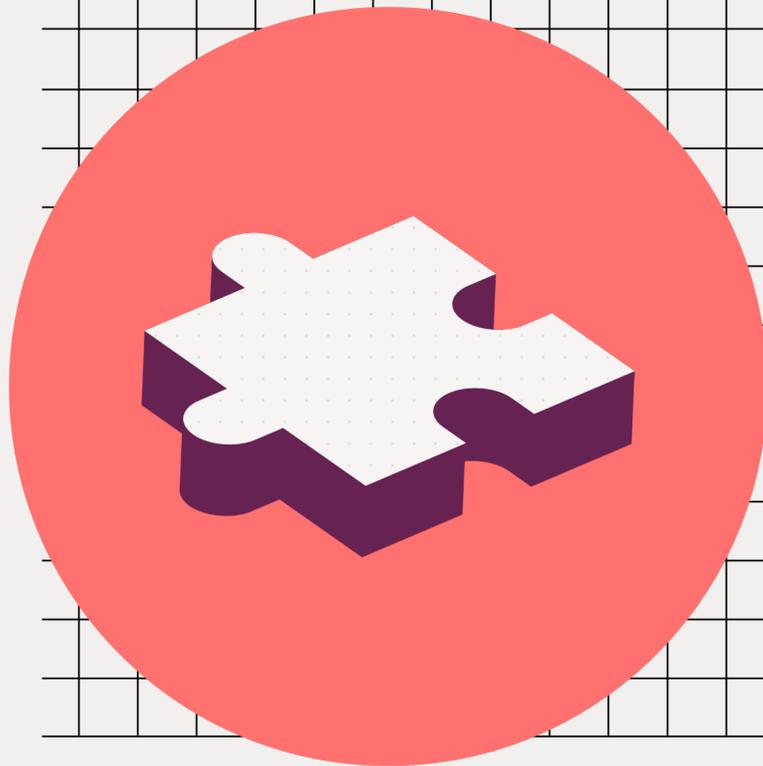
#### REALITY

**Incorrect.** Our modern, intuitive platform is designed to actively lighten your IT load with self-service provisioning, automatic updates, and built-in support. The heavy lifting is handled by automation and self-service features. Updates are automatic (no patching, no downtime), and provisioning takes minutes, not hours. This shift frees your team to move beyond constant maintenance to more important and rewarding work.

#### DIALPAD ADVANTAGE

- Self-service provisioning in minutes
- Automatic updates—no patching or downtime
- 24/7 global support

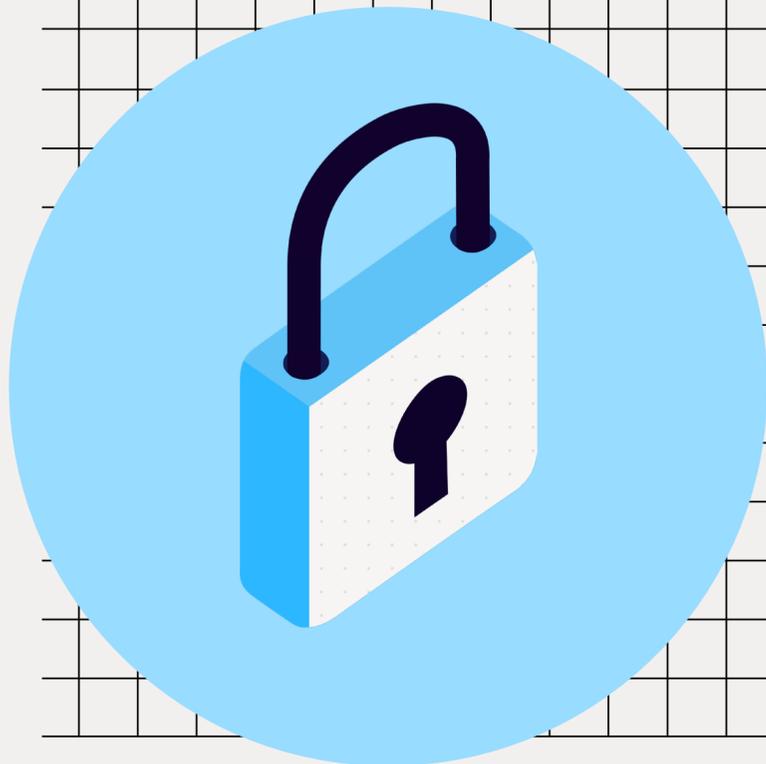
**Result: IT teams save 10+ hours weekly on system maintenance.**



“Cloud is only for large enterprises”

**REALITY**

**No.** The cloud is fundamentally designed to scale—instantly, affordably, and across any size. From the leanest 10-person startup to a multinational organization with thousands of agents, Dialpad immediately adapts to your exact needs. You access the same enterprise-grade reliability and security (backed by Google Cloud) without the prohibitive hardware investment or maintenance overhead.



**DIALPAD ADVANTAGE**

- Flexible licensing and instant scalability
- No hardware dependency—deploy in minutes
- Enterprise-grade reliability on Google Cloud

**Result: SMBs move fast and large orgs scale confidently.**

# The truth about your low-risk cloud migration

Legacy is a liability. With Dialpad, you're getting more than just a modern, cloud-based communications system—it's a unified workspace powered by native AI that automatically transcribes calls, provides real-time coaching, summarizes meetings, and surfaces key moments—transforming every conversation into actionable data.

And because Dialpad isn't cobbled together on old hardware, but built entirely on the Google Cloud Platform, you get unmatched global scale, zero downtime, and security that crushes the on-prem standard.

**Dialpad Connect** also ensures that your migration isn't just a technology switch—it's a strategic move that future-proofs your entire business and powers its evolution.



**SEVEN LEGACY SYSTEMS. FOUR MONTHS. ONE PLATFORM.**

[NTG & TI](#) unified 2,000 users on Dialpad—bringing AI calling, live coaching, and searchable recaps together.

**The result: faster collaboration, sharper insights, and complete visibility across teams.**

## NEXT STEPS

Checklist: [Cloud migration risk assessment](#) ↗

White paper: [Modern communications for the modern CIO](#) ↗

Guide: [The definitive cloud migration playbook](#) ↗

Demo: [Schedule time to see Dialpad Connect in action](#) ↗