FOREST COMMUNICATIONS

Forest Connect

vs HiHi — The Complete Comparison

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Premium business phones. AI call transcription. CRM integration. A dedicated account manager. All from **£20 per user per month** on a fair 36-month contract — no hidden fees, no 7-year lock-in.

★ RECOMMENDED

Forest Connect

£20
/user/month
36-month contract
£0 admin fee
Yealink T85W handset included
AI transcription & CRM included

HiHi Premier

£30
/user/month
84-month contract (7 years)
£150 admin fee
HiHi tablet handset
CRM is a paid add-on

SAVE OVER £990 PER USER over HiHi's 7-year contract — that's £9,900 for a 10-person team

Feature-by-Feature Comparison

Feature	Forest Connect £20/mo	HiHi Premier £30/mo
Monthly cost	✓ **£20/user**	£30/user
Contract length	✓ **36 months**	84 months (7 years)
Admin / setup fee	✓ **£0**	£150
Handset included	✓ Yealink T85W	HiHi + tablet
AI call transcription	✓ **Included**	✗ Not available
CRM integration	✓ **Included free**	✗ Paid add-on
Omnichannel messaging	✓ SMS, WhatsApp, social	✗ Not included
Dedicated account manager	✓ **Yes**	✗ No
Custom branding	✓ **Yes**	✗ No
Unlimited UK calls	✓ Yes	✓ Yes
Video calling	✓ Desktop & mobile	✓ On tablet
Voice recording	✓ Yes	✓ Yes
Auto attendant & queues	✓ Yes	✓ Yes
Mobile & desktop app	✓ Yes	✓ Yes
Hot desking	✓ Yes	✓ Yes
Number porting	✓ **Free**	✓ Admin fee applies
Annual price rises	✓ **Fixed pricing**	✗ Subject to increases

AI Call Transcription

Included with every licence — HiHi doesn't offer this at any price

Forest Connect comes with **AI-powered call transcription** built in. Calls are automatically transcribed, searchable, and integrate directly with your CRM — keeping every conversation logged and accessible.

✓ **Automatic Transcripts** Search and review call content instantly	✓ **Compliance Ready** Searchable records for audits and training
✓ **CRM Integration** Transcripts sync directly into your CRM	✓ **Fully Searchable** Find any conversation by keyword, date, or contact

CRM Integration

Included free — HiHi charges extra for their Vision CRM add-on

Forest Connect integrates with **Salesforce, HubSpot, Zoho, Microsoft Dynamics** and most major CRMs — all included in your £20/month licence. Screen-pop caller details, click-to-dial from your CRM, and auto-log every call and transcript.

Your Handset: Yealink T85W

Included with every licence — no detachable tablet you don't need

5" Colour Touch 135° adjustable display	**Wi-Fi 6** Dual-band wireless	**Bluetooth 5.0** Wireless headset	**USB-C** Modern charging
HD Voice Opus codec	**16 Lines** Simultaneous calls	**Gigabit PoE** Dual ethernet ports	**10,000 Contacts** Local phonebook

The Real Cost Over 7 Years

What one user costs over HiHi's contract term — before their annual price rises

Forest Connect	HiHi Premier
£1,680 £20 x 84 months + £0 admin fee CRM included • AI included	**£2,670+** £30 x 84 months + £150 admin fee CRM extra • AI unavailable

10 Reasons to Choose Forest Connect

01 **£10/month cheaper per user — £20/mo vs HiHi Premier at £30/mo — with more features included.**

02 **36-month contracts, not 7 years — HiHi locks you in for 84 months. Forest gives you a fair 36-month term.**

03 **AI call transcription included — Automatically transcribe calls and integrate with your CRM. HiHi doesn't offer this.**

04 **CRM integration included — Salesforce, HubSpot, Zoho and more — no extra charge. HiHi charges for Vision CRM.**

05 **No £150 admin fee — HiHi charges £150 upfront. With Forest, setup is included.**

06 **Dedicated account manager — A real person with a direct line. Not a generic call centre.**

07 **Omnichannel messaging — SMS, WhatsApp, and social media from one platform. HiHi doesn't offer this.**

08 **Custom branding — Your company branding on your handsets — included at no extra cost.**

09 **No tablet you don't need — HiHi's USP is a tablet bolted to the phone. Most SMEs don't use it.**

10 **Better reviews, better service — HiHi has significant negative press around long contracts. Forest is rated highly for support.**

Omnichannel Messaging — Included

Manage **SMS, WhatsApp, and social media messages** from one unified platform alongside your calls. Respond to customers on any channel without switching apps. HiHi does not include omnichannel messaging.

Ready to Switch?

Call us on **020 8733 0000** for a free, no-obligation quote
Email: **enquiries@forestcommunications.co.uk**
Web: **www.forestcommunications.co.uk**

We'll handle the entire switch — including number porting — at no extra cost.

HiHi is a registered trademark of 4com plc. Forest Communications is not affiliated with HiHi or 4com. Pricing and feature comparisons based on publicly available information as of April 2026. HiHi pricing may vary. Forest Connect pricing is £20/user/month on a 36-month contract.