VENDORPARITY RESEARCH | 2026 BENCHMARK BRIEF | UPDATED NOVEMBER 27, 2026

2026 Enterprise CCaaS & MDR Total Cost Benchmark: Sticker Price vs. True Invoice

Published enterprise CCaaS seat pricing typically covers only 52% to 59% of 36-month CFO cash outflow once PSTN voice minutes, AI token or session overages, and Year 1 professional services are included. In Managed Detection & Response (MDR), quote-only contracts save 82% to 95% annually against a U.S. BLS-anchored 6-FTE in-house 24/7 SOC floor (~$1.05M/year).

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1. Standardized 100-Agent CCaaS 3-Year TCO Benchmark

Scenario: 100 roster agents, 70% peak shift concurrency (70 concurrent seats), Omnichannel + WFM tier, 220,000 monthly voice minutes, 45,000 monthly AI interactions, 36-month contract term. Live interactive model: https://vendorparity.com/tools/ccaas-tco-calculator/

Platform	Published Seat Entry	3-Yr Bundled	3-Yr BYOC SIP	Non-Seat %
Amazon Connect	$0 seat ($0.018/min)	$674,180	$614,780	45% (incl. ops)
Genesys Cloud CX (CX 3)	$155/named/mo	$869,800	$804,640	42%
Five9 (Concurrent Omni)	$159 Core / ~$219 Omni	$911,240	$851,600	41%
Talkdesk (Elite + WFM)	$165/named/mo	$1,020,260	$958,700	48%
NICE CXone (Core)	$209/named + $0.25 AI	$1,290,220	$1,229,620	48%

2. Standardized 250-Endpoint MDR vs. In-House 24/7 SOC Annual Benchmark

Scenario: 250 workstations, 38 servers/cloud workloads, 90-day log retention, SOC 2 / ISO 27001 scope, existing Microsoft 365 E5 Defender P2. All commercial MDR figures are modeled market ranges (+/-12% to +/-15%); in-house SOC baseline uses U.S. BLS Information Security Analyst median wage ($124,910 x 1.28 burden x 6 FTE + SIEM/EDR).

Provider / Architecture	Pricing Basis	Modeled Annual Range	Midpoint / Yr	Existing EDR Fit
Sophos MDR Complete	Per-endpoint + server	$28,383 - $36,123	$32,253	Includes/integrates Defender
Expel MDR	BYO-tech API / asset	$56,829 - $76,887	$66,858	Native M365 E5 Defender
CrowdStrike Falcon Complete	Turnkey EDR + 24/7 MDR	$59,648 - $80,700	$70,174	Replaces legacy AV/EDR
Arctic Wolf MDR	Per-user + sensor + SIEM	$61,600 - $83,342	$72,471	Vendor-agnostic telemetry
In-House 24/7 SOC (6 FTE)	U.S. BLS + SIEM + EDR	$949,248 - $1,160,192	$1,054,720	Full internal staffing

3. Core Procurement Controls & Machine-Readable Endpoints

- Audit auto-renewal notice windows (60-90 days) and annual CPI uplift caps (3%-5%) before signature.
- Confirm BYOC SIP trunking fee waivers to save $59,000 to $65,000 over 36 months at 220,000 monthly minutes.

- Verify contractual hands-on-keyboard remediation SLAs vs. alert-only MDR agreements.
- Open JSON dataset: https://vendorparity.com/data/2026-ccaas-mdr-benchmarks.json
- Public Streamable HTTP MCP server: https://vendorparity.com/mcp (OpenAPI: /openapi.json)
- Neutral $0 multi-vendor quote desk: https://vendorparity.com/get-quotes/ | desk@vendorparity.com

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