



Avaya Product Comparison

Small and Medium Enterprise Systems

March 2011

	Avaya IP Office	Avaya Business Communications Manager	Avaya Aura® Solution for Midsize Enterprise
Architecture and Capacity			
Architecture / Models	<ul style="list-style-type: none"> • Single Server; Hybrid IP PBX • The IP Office 500 is a single SME Communications platform with “pay as you grow” scalability and feature richness • IP Office Essential Edition – PARTNER® Version – to support basic key system needs and/or PARTNER® base migration • IP Office Essential Edition – Norstar™ Version – to support basic key system needs and/or Norstar base migration in the Middle East and Africa • IP Office Essential Edition – the ‘must haves’ that small businesses need to enhance their communications with customers and colleagues and streamline their operations • IP Office Preferred Edition – for businesses that use communications to establish a competitive edge through intelligent call routing and sophisticated messaging • IP Office Advanced Edition – designed for businesses where superior customer service and intelligence help to increase sales and agent productivity 	<ul style="list-style-type: none"> • Single Server; Hybrid IP PBX • Single software stream • Ala carte application (KeyCode) licensing • Business Communications Manager 50 (BCM50) • Business Communications Manager 450 (BCM450) 	<ul style="list-style-type: none"> • Hybrid and IP PBX servers designed for midsize enterprises. Bolt-on to PBX or migration to Avaya Aura® platform on the Avaya Aura(r) Solution for Midsize Enterprise server • The is designed to deliver rich UC features for both distributed (standalone or linked to Branch) and centralized (survivable with LSP today) opportunities <p>Takes advantage of the Avaya Aura(r) architecture on a small footprint platform</p>
Capacity	<p>IP Office 500:</p> <ul style="list-style-type: none"> • Up to 384 user per site • Up to 1,000 users across 32 sites • 148 H.323, 240 digital, 208 analog trunks (not simultaneously) <p>IP Office Essential Edition – PARTNER® Version:</p> <ul style="list-style-type: none"> • Up to 48 users • 20 SIP, 24 digital, 16 analog trunks (not simultaneously) 	<p>BCM50:</p> <ul style="list-style-type: none"> • Up to 76 users • 12 H.232/SIP, 48 digital, 20 analog trunks (not simultaneously) <p>BCM450:</p> <ul style="list-style-type: none"> • Up to 300 users • 130 H.323, 130 digital, 80 analog trunks (not simultaneously) 	<ul style="list-style-type: none"> • Avaya Aura® Solution for Midsize Enterprise - up to 1000 users • 2000 trunks, and further scalability using the G430 or G440 gateways
Trunk types supported	<ul style="list-style-type: none"> • Analog, H.323, SIP, BRI, E1/T1/PRI 	<ul style="list-style-type: none"> • Analog, H.323, SIP, BRI, E1/T1/PRI 	<ul style="list-style-type: none"> • SIP trunks are native • Analog, H.323, BRI, E1/T1/PRI ae supported via a gateway

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Messaging and Unified Messaging			
Messaging	<ul style="list-style-type: none"> Standard voice mail, varies by model Essential Edition – 2 to 6 ports Preferred and Advanced Editions – up to 40 ports 	<ul style="list-style-type: none"> Requires optional KeyCode purchase and activation BCM50 – 15 active ports, standard BCM450 – 35 active ports, standard without expansion card and 63 active ports with expansion card 	<ul style="list-style-type: none"> Embedded Communication Manager Messaging: 12-ports; standard with Enterprise Edition or \$35 per user on Standard Edition; includes fax messaging Avaya Aura® Modular Messaging available as an external option with sophisticated scalability, answering and speech capabilities Avaya Aura Messaging with inherent voice recognition and speech auto attendant; sophisticated features
Fax	<ul style="list-style-type: none"> No licenses required 	<ul style="list-style-type: none"> All fax applications require optional KeyCode purchase and activation 	<ul style="list-style-type: none"> Included with messaging license
Check all messages – voice mail, email and fax – in one mailbox	<ul style="list-style-type: none"> Standard voice mail presentation to email – mailbox synchronization standard with Office Worker, Teleworker and Power user solutions Third-party fax servers provide access to faxes in one mailbox 	<ul style="list-style-type: none"> UM license provides voice mail presentation to email – standard mailbox synchronization Fax Messaging Suite license supports faxes in same mailbox as other messages 	<ul style="list-style-type: none"> Standard voice mail to email presentation Standard fax messaging supports faxes in same mailbox as other messages
Browser-based voice mail access	<ul style="list-style-type: none"> Standard with Preferred or Advanced Editions 	<ul style="list-style-type: none"> Not supported 	<ul style="list-style-type: none"> Standard with Avaya Aura® Modular Messaging and Avaya Aura® Messaging
Email reading and reply	<ul style="list-style-type: none"> Standard with Mobile Worker or Power User solutions 	<ul style="list-style-type: none"> Not offered 	<ul style="list-style-type: none"> Standard with Avaya Aura(r) Modular Messaging (requires Avaya one-X® Speech if using Microsoft Speech Server as the Modular Messaging message store) Standard with Avaya Aura(r) Messaging
Speak commands to the automated attendant	<ul style="list-style-type: none"> Not offered 	<ul style="list-style-type: none"> Not offered 	<ul style="list-style-type: none"> Third-party with Modular Messaging Standard with Avaya Aura® Messaging
Applications			
One-number Access	<ul style="list-style-type: none"> Standard with Mobile Worker and Power User solutions Graphical User Interface for specified mobile devices to enhance communications Login to phones at any desk with personal features 	<ul style="list-style-type: none"> Requires optional Voice Mail KeyCode and Find-Me / Follow-Me KeyCode purchase and activation Message Forwarding requires optional UM KeyCode purchase and activation 	<ul style="list-style-type: none"> Standard with Avaya Aura(r) Communication Manager Graphical User Interface for specified mobile devices to enhance communications through one Login to phones at any desk with personal features
Recording	<ul style="list-style-type: none"> Server-based programmable call recording – record agent calls for training or record sales calls for replay; recording and storage tool included Requires IP Office Preferred or Advanced Edition for customizable recording and Advanced Edition for storage Call recording into voice mail requires Preferred or Advanced Edition" 	<ul style="list-style-type: none"> On-board programmable call recording – record agent calls for training or record sales calls for replay; Email storage Requires KeyCode purchase and activation per channel Standard call recording to voice mail 	<ul style="list-style-type: none"> Standard recording into voice messaging Sophisticated recording/storage solutions available via third-party

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Applications			
Audio Conferencing	<ul style="list-style-type: none"> Includes 128-party (64-users per call) conference bridge Requires IP Office Preferred Edition for “Meet-Me” Feature Essential Edition supports a maximum of 64-parties 	<p>BCM50</p> <ul style="list-style-type: none"> Includes 18-party ad hoc conferencing “Meet-Me” conferencing up to 18-parties requires optional KeyCode purchase and activation <p>BCM450</p> <ul style="list-style-type: none"> Includes 60-party ad hoc conferencing; up to 120-party ad-hoc conferencing with expansion card (60-users per call) Meet-Me conferencing from 4- to 120-parties (60-parties call) requires optional KeyCode purchase and activation 	<ul style="list-style-type: none"> Includes 6-party “Meet-Me” conference bridge Expands to 10,000-parties with Avaya Aura(r) Conferencing hardware and software
PC Call Mgmt	<ul style="list-style-type: none"> Avaya one-X® Portal for IP Office standard with Office Worker, Teleworker and Power User solutions Avaya IP Office Video Softphone standard with Teleworker and Power User solutions Avaya IP Office Receptionist (Optional) 	<ul style="list-style-type: none"> Requires per user LAN-CTE KeyCode purchase and activation to use PCM software 	<ul style="list-style-type: none"> Avaya one-X® Portal Desktop free with Avaya Communication Manager Enterprise Edition (or \$50 per user license for Standard Edition) Avaya IP Softphone (Optional) Avaya one-X® Attendant (Optional)
Features			
Detail	<p>While feature interactions may vary per platform, each platform offers common functionality including:</p> <ul style="list-style-type: none"> Multiple call support <ul style="list-style-type: none"> Caller ID Answer/Hold/Unhold Conference Creation and Management <ul style="list-style-type: none"> Dial/Dial from Address Book 		
	<p>Avaya one-X® Portal for IP Office</p> <ul style="list-style-type: none"> Browser-based portal Call history Message management Provides access to a corporate LDAP directory and personal contacts for ease-of-dialing Instant Messaging and Presence capabilities – standard with Office Worker, Teleworker and Power User solutions (remove, not necessary) Telecommuter mode for full-featured home working requires Power User or Teleworker Mobile Twinning administration (requires Mobile Worker or Power User solutions) <p>Avaya IP Office Video Softphone</p> <ul style="list-style-type: none"> Point-to-point video calls with another Teleworker or Power User on same network 	<p>Personal Call Manager</p> <ul style="list-style-type: none"> Screen pops for database management 	<p>Avaya one-X® Portal Desktop</p> <ul style="list-style-type: none"> Browser-based portal Call history Message management Provides access to a corporate LDAP directory and personal contacts for ease-of-dialing Presence information supported with the addition of Avaya Intelligent Presence Server to identify user availability Find-me Follow-me administration <p>Avaya IP Softphone</p> <ul style="list-style-type: none"> Telecommuter/Road Warrior/Shared Access Modes Point-to-point video calls Instant messaging

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Collaboration			
Instant Messaging (IM)/Presence	<ul style="list-style-type: none"> IM and Presence support – send instant messages to other users; view user availability within the system 	<ul style="list-style-type: none"> Federated Presence via Skype and MSN – view user availability both within the business and outside of the business See user’s phone status: ringing, Do Not Disturb, off-hook 	<ul style="list-style-type: none"> Standard IM SIP-based Presence – lets users inform others of their status, availability and how they may be contacted Federated Presence
Video	<ul style="list-style-type: none"> Point-to-point video 4-party video conferencing with Avaya 1040 	<ul style="list-style-type: none"> No video support 	<ul style="list-style-type: none"> Point-to-point video: Avaya Flare™, Avaya Video Conferencing Solution and Avaya one-X® Communicator Group video per above. The Avaya 1040, Avaya 1050 and Avaya Aura® Conferencing support multiparty video calls Avaya Flare™ Experience on Avaya Video Desktop Collaboration Device
Requirements	<ul style="list-style-type: none"> IM/Presence standard with Office Worker, Teleworker or Power User solution Point-to-Point video standard with Teleworker and Power User solutions Avaya 1040 MCU 	<ul style="list-style-type: none"> IM/Presence requires purchase of optional InTouch software and licenses 	<ul style="list-style-type: none"> SIP-based Presence requires optional Avaya Intelligent Presence Server Point-to-point video requires Avaya one-X® Communicator Group Video requires third-party group video systems or bridges or Avaya MCUs Avaya Desktop Video Device
Endpoints			
Analog Phones	<ul style="list-style-type: none"> Supports industry standard Analog Phones Avaya 6200/2500 Series Analog Phones 	<ul style="list-style-type: none"> Supports industry standard Analog Phones 	<ul style="list-style-type: none"> Supports industry standard Analog Phones Avaya 81xx series phones
Digital Phones	<p>Essential, Preferred and Advanced Edition:</p> <ul style="list-style-type: none"> Avaya 1400 Series Digital Phones Avaya 5400 Series Digital Phones Avaya T3 Series Digital Phones Avaya 4406D, 4412D, 4424D Digital Phones Avaya M7000 Series Digital Deskphones (Legacy Sets, not available new) Avaya T7000 Series Digital Deskphones <p>Essential Edition – PARTNER® Version:</p> <ul style="list-style-type: none"> Avaya 1400 Series Digital Phones Avaya ETR Phones 	<ul style="list-style-type: none"> Avaya M7000 Series Digital Deskphones (Legacy Sets, not available new) Avaya T7000 Series Digital Deskphones Avaya T24 Digital Key Expansion Module 	<ul style="list-style-type: none"> Avaya 1400 Series Phones Avaya 2400 Series Phones Avaya 6400 Series Phones Avaya 8400 Series Phones

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Endpoints			
IP Phones	Essential, Preferred and Advanced Edition: <ul style="list-style-type: none"> Avaya 9620L & 9620C IP Hardphone, 9630, 9640, 9640G IP Hardphone, 9650 & 9650C IP Hardphone (built-in VPN for full-featured, remote working) Avaya 5600 Series IP Phones (built-in VPN for full-featured, remote working) Avaya 1600 Series IP Phones Avaya T3 Series IP Phones 3rd-party SIP endpoints Avaya 4600 Series IP Phones Heritage Nortel IP1100 and IP1200 IP Phones 	<ul style="list-style-type: none"> Avaya 1100 IP Series Deskphones with built-in VPN client Avaya 1200 Series IP Deskphones with built-in VPN client Avaya 2001, 2002, 2004, 2007 IP Series Deskphones Avaya 1200 Series Expansion Modules Remote Worker solution 	<ul style="list-style-type: none"> Avaya SIP telephony with Avaya Aura™ Session Manager Avaya one-X® Deskphone Avaya 9600 Series IP Telephones (built-in VPN) Avaya 1600 Series IP Telephones Avaya 4600 Series IP Phones Cisco SIP phones 7940, 7961 and 7912 Avaya 1408 and 1416 IP Phones Heritage Nortel IP1100 and IP1200 IP Phones
Software Phones	<ul style="list-style-type: none"> Avaya one-X® Portal for IP Office Avaya IP Office Video Softphone Avaya one-X™ Mobile Client for Small Business Avaya IP Office Receptionist 	<ul style="list-style-type: none"> Avaya 2050 IP Softphone Avaya 2050 Mobile Voice Client 	<ul style="list-style-type: none"> Avaya IP Softphone Avaya one-X™ Mobile Avaya one-X® Desktop Avaya one-X® Speech Avaya one-X® Portal Avaya one-X® Communicator Avaya one-X® Attendant
Conference Phones	<ul style="list-style-type: none"> Avaya B149/B159/B179 IP Conference Phones 3rd-party endpoints 	<ul style="list-style-type: none"> Avaya 2033 IP Conference Phone Avaya Digital Audio Conferencing Unit 	<ul style="list-style-type: none"> Avaya 3127 SoundPoint Speakerphone <p>--> We have not completed testing of the Konftel phone</p>
Mobility	Essential, Preferred and Advanced Edition: <ul style="list-style-type: none"> Avaya 3810 Digital Wireless Phone Avaya 3616, 3641, 3645 Series IP Wireless Phones Avaya 3701/11 IP DECT Phones Avaya 3720/25 DECT R4 Phones Essential Edition – PARTNER® Version: <ul style="list-style-type: none"> Avaya 3920 Wireless Phones 	<ul style="list-style-type: none"> Avaya 7406E Digital Mobile handsets Avaya 743x Series DECT handsets Avaya 744x Series DECT handsets Avaya 4135/4145 handsets, 4145Ex, 4136/4146/4146Ex handsets Mobile IP clients Avaya 2200 WLAN Series and Avaya 6100 Series handsets 	<ul style="list-style-type: none"> Avaya 3606 Wireless Phones

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Contact Center			
Options	<ul style="list-style-type: none"> • Uniform Call Distribution built-in • Server-based Customer Call Reporter (CCR) Reporting Tool with standard real time and historical reporting • Call recording • Customer map provides geospatial analytics • 3rd-party offers for Multimedia options 	<ul style="list-style-type: none"> • Hunt Groups built-in • On-board Contact Center • Optional Multimedia Contact Center for contact with agents besides a phone call • Real time statistics and historical reports <p>Features</p> <ul style="list-style-type: none"> • Web Refresher messages • Follow-me co-browsing • Text chat • Optional real time and historical reporting 	<ul style="list-style-type: none"> • Basic Call Center built-in with standard real time reporting • Optional Server-based Avaya Aura(r) Contact Center with optional real time and historical reporting, voice, email, fax, text or instant messaging universal queues; standard real time and historical reporting • Server-based Avaya Interaction Center with Web Chat, email response, and Web Call back capabilities; optional real time and historical reporting • Sophisticated tools to enhance all aspects of Contact Centers
# of Agents and Groups	<ul style="list-style-type: none"> • Up to 150 agents and 30 supervisors 	<ul style="list-style-type: none"> • Up to 80 active agents, 250 configured agents, 150 announcements and 50 groups, maximum 	<ul style="list-style-type: none"> • Up to 1000 agents 3000 announcements with Basic offer
Agent Monitoring and Training	<ul style="list-style-type: none"> • Silent Agent Monitoring • Agent Performance tools • Dashboard 	<ul style="list-style-type: none"> • Silent Agent Monitoring • On-board programmable call recording – record agent calls for training or record sales calls for replay 	<ul style="list-style-type: none"> • Silent Agent Monitoring • Agent Performance tools
Self-Service	<ul style="list-style-type: none"> • Campaign Manager for basic caller forms filler • IVR for more sophisticated customer input 	<ul style="list-style-type: none"> • On-board Integrated Voice Response (IVR – BCM450 only) allows callers to enter information for orders, etc • Requires additional applications programming 	<ul style="list-style-type: none"> • Optional Voice Portal – Sophisticated IVR that provides touchtone, Web-based and Speech-enabled applications for self-service
Requirements	<ul style="list-style-type: none"> • Campaign Manager is standard with Preferred Edition • CCR and IVR standard with Advanced Edition • Requires a server and CCR Agent and Supervisor licensing 	<ul style="list-style-type: none"> • Contact Center requires optional KeyCode purchase and activation including: • Agent KeyCode • Skillset KeyCode • Multimedia queue KeyCode • Reports KeyCode • IVR Runtime Engine KeyCode 	<ul style="list-style-type: none"> • Basic Contact Center included • Agent and Supervisor licenses required • Enhanced functionality requires licenses and/or servers

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Networking			
Standards	<ul style="list-style-type: none"> SIP, H.323, QSIG, ISDN-PRI, ISDN-BRI (euro); E1 	<ul style="list-style-type: none"> SIP; H.323; QSIG; Q.931; ISDN-PRI; ISDN-BRI; E1; MCDN; DPNSS 	<ul style="list-style-type: none"> QSIG; H.323, ISDN-PRI, ISDN-BRI; E1; DCS/DCS+
Transparency	<p>H.323 Multi-site Networking supports a maximum of 1,000 users across 32 nodes</p> <p>H.323 networking features:</p> <ul style="list-style-type: none"> Absent text message Anti-tromboning Busy lamp field Call back when free Call pickup Caller ID Camp on Centralized attendant Centralized call log Centralized voice mail Distributed Hunt Groups Hot Desking across network Internal and central directory Message Waiting Indication Paging Distributed voice mail <p>QSIG features:</p> <ul style="list-style-type: none"> Calling & Called Name & Number Call Hold Call Setup Call Transfer 	<p>MCDN networking features:</p> <ul style="list-style-type: none"> Anti-tromboning Barge-in Caller ID Camp on Centralized voice mail Message waiting indication Network call redirection Private name/number <p>QSIG (outside of North America only) features:</p> <ul style="list-style-type: none"> Caller ID Differentiation between public and private calls 	<p>Networking supports feature transparency for up to 250 remote sites when linked to the Avaya B5800 Branch Gateway</p> <p>H.323 DCS/DCS+ networking features:</p> <ul style="list-style-type: none"> Anti-tromboning Automatic callback Automated circuit assurance Busy trunk verification Call coverage Call forwarding Caller ID Called name and number Call transfer Call waiting Centralized voice mail Conferencing Connected call name and number Distinctive ringing Leave word calling Message waiting indication Priority ringing Uniform dialing plan <p>QSIG features:</p> <ul style="list-style-type: none"> Caller ID Centralized attendant service (CAS) for up to 99 nodes Centralized voice mail Uniform dialing plan
Requirements	<ul style="list-style-type: none"> Preferred and Advanced Editions required with Multi-site software license and VCMs 	<ul style="list-style-type: none"> MCDN: MCDN KeyCode required VoIP Networking: KeyCode required SIP Networking: KeyCode required QSIG Networking: KeyCode required 	<ul style="list-style-type: none"> Branch Edition or G250, G350, G450 and G700 Media Gateways DCS: DCS or DCS+ license QSIG: QSIG license

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System Administration			
Administration interface	<ul style="list-style-type: none"> Standard Windows-based system administration tool Applications server DVD 	<ul style="list-style-type: none"> Standard Windows-based programming application 	<ul style="list-style-type: none"> Standard set of web-based network and system software tools
Monitoring and alarming support	<ul style="list-style-type: none"> Standard proactive monitoring and alarming Included System Status Application (SSA) diagnostic tool to monitor and check the status of IP Office systems locally or remotely; SSA provides real-time status, and historic reports 	<ul style="list-style-type: none"> Standard proactive monitoring and alarming Standard BCM monitoring tool for real time tracking Activity reporter – For more sophisticated monitoring: Standard Version included, Professional Version requires KeyCode purchase and activation 	<ul style="list-style-type: none"> Optional Converged Network Analyzer software tool automatically detects network problems and routes IP calls for maximum quality
Backup and restore system programming	<ul style="list-style-type: none"> Daily backups are automatic – the system copies the RAM configuration into Flash Memory (SD card) once a day 	<ul style="list-style-type: none"> Backup and restore allows automatic or manual back up to the BCM hard drive, to another computer on the network or to a USB storage device 	<ul style="list-style-type: none"> Standard back-up can be done via FTP or email Messaging backup can be done via FTP
Multi-site administration	<ul style="list-style-type: none"> Standard Windows-based system administration tool enables management of up to 32 systems (simultaneously) and 2,500 IP Office systems (individually) Optional – Avaya Enterprise Network Manager for more than 32 sites in a single network 	<ul style="list-style-type: none"> Optional BCM Network Configuration Manager tool provides multi-site administration Requires KeyCode purchase and activation 	<ul style="list-style-type: none"> Optional Avaya Enterprise Network Manager – software required
Miscellaneous			
Call Accounting	<ul style="list-style-type: none"> Built-in SMDR Optional third-party Call Accounting 	<ul style="list-style-type: none"> Activity Reporter provides call detail reporting requires optional KeyCode purchase and activation 	<ul style="list-style-type: none"> Optional SMDR Optional third-party Call Accounting
CTI support	<ul style="list-style-type: none"> Integral TAPI server within (CTILink) Optional CTI Pro (Essential, Preferred and Advanced Editions only) 	<ul style="list-style-type: none"> TAPI, LAN CTE Virtual terminal –automated calling for appointment reminders, etc 	<ul style="list-style-type: none"> Support for any Standard TAPI 2.1 and 3.0 packages Integration via TSAPI to multiple other reporting and contact management applications Multiple SIP integrations with partner products
Failover	<ul style="list-style-type: none"> Based on the resiliency of the existing multi-site network. All software based Distributed, resilient voice mail For single sites, a duplicate system can be added to provide full redundancy A simple check box at installation allows designation of which site backs up the other in the event of an outage - no additional server required 	<ul style="list-style-type: none"> Optional redundant power supplies in case one fails (BCM450 only) Optional duplicate hard drive in case on-board drive fails (BCM450) RAID Redundant BCM450 has redundant power supplies, RAID drives and two fans – available as an all-inclusive offer, or standard BCM can be upgraded to support any or all components in the Redundant BCM450 offer 	<ul style="list-style-type: none"> Local survivable processor (LSP), RAID on hard drives and software RAM failover. High availability is achieved using several servers
Tenant Service	<ul style="list-style-type: none"> Not supported 	<ul style="list-style-type: none"> Supports five businesses on one system 	<ul style="list-style-type: none"> Supports up to 100 businesses on one system