

Avaya IP Office

Product Comparison: Mitel 5000 HX Controller

Avaya Advantage

Scalability,
Investment
Protection

Better Reliability

Superior
Application
Support

Factors

Avaya IP Office

Mitel 5000 HX

Scalability,
Investment
Protection

- IP Office (IPO) handles 5-384 analog, digital or IP users within a single control unit.
- License activation grows system within the same control unit, without the need for extra hardware.
- Sold in 70+ countries.

- Mitel 5000 with the HX Controller scales to 250 IP users and has native support for 48 digital phones - can increase TDM capacity to 240 digital phones, but this requires extra cost hardware.¹
- Additional hardware recommended above 75 IP phones and/or for heavier traffic or application loads to avoid performance issues.²
- Sold in U.S., Canada and UK only.

Better
Reliability

- Small Community Network supports redundancy/resiliency for up to 1,000 users across 32 sites.
- One system can automatically take over from another. Voicemail re-registers to backup system, plus distributed or backup VM.⁴

- No redundancy option, except a Line Interface Module (LIM) for PSTN failover on some Mitel IP Phones and UPS monitoring for graceful shutdown.³
- IP networking of 99 systems is possible, but no backup capability or re-registration of voicemail.

Superior
Application
Support

- Flexible and application-rich with choice of 4 editions and 7 user profiles for a large selection of applications and user devices.
- License-activated functionality adds big value without extra hardware: messaging, IVR, meet-me and video conferencing, presence, IM and clients for mobile devices.
- A 128-party conference resource is built-in for large conferences (64 parties per call); secure conferencing via PIN.
- C110 Module bundles UC, reduces TCO.

- Some embedded, license-activated capabilities, but IVR, video, presence and IM require extra cost hardware.⁵
- No mobile clients; license-activated call control capability for mobile twinning (10 devices) has no support for outbound calls and mid-call features.
- Meet-me conferencing (40 ports, 20 parties/call) is embedded, but DSP hardware resources determine actual conference capacity; no option for secure PIN means vulnerability.⁶
- No card-based UC bundles, just external MAS server⁷ to combine selected applications.

Achilles
Heel

Scalability and functionality requires extra cost, add-on hardware; additional hardware needed for installations above 75 IP phones or 48 digital phones. Many applications require hardware/software purchase.

Mitel Claims

- Avaya IP Office applications are not compatible with enterprise-level Aura system – poor investment.
- Mitel 5000 HX has convenient built-in voicemail, with license activation for growth.
- Avaya focuses more on larger enterprise solutions. SME enhancements are few and far between.

Avaya Responses

- SME-focused applications have better value than Mitel's scaled down enterprise applications with subset of features.
- For Mitel 5000, equipping of 32 ports or more than 100 mailboxes requires an add-on processing server.
- Wrong. Avaya has aggressive SME 2012 roadmap: greater scale, SW-only option, Linux version, Flare collaboration.

Factors	Avaya IP Office Advantage	Mitel 5000 HX
Phones	<ul style="list-style-type: none"> • IP Office supports over 20 current desk phones, plus many legacy models to choose the right phone for every user.¹ • Supports analog, digital, IP and SIP phones, legacy Avaya and Nortel phones and 3rd party SIP phones for excellent investment protection. • 4 video endpoints from Avaya and 3rd party. 	<ul style="list-style-type: none"> • A subset of Mitel IP-only and digital phones are compatible²; Limited legacy phone support. • Some Mitel IP 8600 phones are multi-protocol, but Mitel 5000 does not support the SIP mode.³ • Supports just 2 SIP options: the UC Express SIP Softphone and IP DECT 5610; many typical features unavailable.⁴ No 3rd party SIP phones. • Two analog ports built-in; otherwise, analog phones require Single Line Adaptor hardware.
Mobile User	<ul style="list-style-type: none"> • Choice of mobility solutions allows workers to bring their own device. • one-X Mobile Essential supports twinning, call control on iOS, Symbian, Windows Mobile, Android, BB devices. • one-X Mobile Preferred for Android, iOS (3/2012) devices supports IM, presence, group chat, calendar integration, directory access, visual voicemail. • Flexible user licenses for different types of mobile workers allow customization per each employee and 90-day trial, so pricing is for exactly what is needed. • Multiple DECT, WiFi handsets = options. 	<ul style="list-style-type: none"> • No mobile client applications, so no opportunity to use popular smartphone devices for call control or office extension features. • Dynamic Extension Express licensed-based mobile twinning application for inbound calls can be assigned to 10 devices, but no outbound calling or mid-call features, just device handoff.⁵ • In-building DECT limited to one cordless handset and IP DECT Stand used with Mitel 5300 Series IP phones only; Stand can register 8 handsets, but supports only 3 simultaneous calls.⁶ • Relies on 3rd party components for WiFi.
Desktop Applications	<ul style="list-style-type: none"> • Avaya one-X Portal for IP Office thin client call control app accessible via Web browser, so no software required on user's computer. <ul style="list-style-type: none"> ◦ Web access from any location. Presence/IM among internal users plus GoogleTalk users; also Exchange calendar presence integration. ◦ Plug-ins for Microsoft Outlook and Salesforce.com; 3rd party gadgets interact with websites for added functions. ◦ Video softphone requires no special hardware. 	<ul style="list-style-type: none"> • UC Express server-less UC client (free licenses) downloads to a Windows-based PC; associates with Mitel 5300 IP Phone or as SIP softphone.⁷ <ul style="list-style-type: none"> ◦ Basic PC-based calling features and Outlook integration, but no support for video and no APIs for 3rd party application integration. ◦ Presence/IM (internal only) requires install of Windows Live Messenger. • UC Advanced client requires extra cost server. Web or Mobile versions not supported by 5000. <ul style="list-style-type: none"> ◦ Presence/IM for internal users or external MSFT OCS/Lync, IBM Lotus Sametime users. ◦ No ready plug-ins, just APIs for 3rd party application development such as CRM. ◦ Video requires Mitel AWC conferencing application and associated server.