

Avaya IP Office Product Comparison: Siemens 3000 Series

Avaya Advantage

Better Investment

Business Continuity

Built-in Functionality

Factors	Avaya IP Office	Siemens 3000 Series
Better Investment	<ul style="list-style-type: none"> 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. IPO has aggressive SME 2012 roadmap: greater scale, SW-only option, Linux version, Flare collaboration. 	<ul style="list-style-type: none"> HiPath 3000 has 5 hardware versions to fit different capacities and rack or wall requirements. Smallest 3300 model supports 96 IP users, but just 24 TDM users; largest 3800 supports 500 IP users, but 384 TDM users. ¹ Scalability is 10-500 users, but rip and replace to move between models. No forward-looking HiPath 3000 models. Siemens OpenScope Office represents future SME platform.
Business Continuity	<ul style="list-style-type: none"> Small Community Network supports redundancy/resiliency for up to 1,000 users across 32 sites with centralized features and automatic failover and voicemail re-registration, plus distributed or backup VM.³ 	<ul style="list-style-type: none"> No system redundancy or failover option in a network configuration. IP or TDM networking connects HiPath systems for traditional voice features. A separate HiPath 5000 server required to centrally manage 32 sites, 1,000 users. OpenScope Office network is 8 sites only.²
Built-in Functionality	<ul style="list-style-type: none"> 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 great value without extra hardware: voicemail, unified messaging, IVR, meet-me and video conferencing, presence, IM and mobility. 128-party conference resource is built-in for large conferences (64 parties per call). C110 Module bundles UC, reduces TCO. 	<ul style="list-style-type: none"> Many capabilities are a la carte and costly to implement; no user profile licensing. Voicemail, UM, IVR, meet-me conferencing, video, presence and IM require extra hardware. 5-party ad-hoc audio conferencing is standard, but meet-me, Web and video conferencing are an optional expense. UC functionality requires connection to the OpenScope Office HX add-on server and software suite. ⁴

Achilles Heel HiPath 3000 is not the company's going-forward SME platform. As current HiPath 3000 deployments face a dead-end in terms of SME enhancements, replacement with Avaya IPO makes a superior investment for future growth.

Siemens Claim

- New OpenScope Office HX UC server enables key productivity capabilities for HiPath 3000.
- Web browser-based mobile clients for popular smartphones/tablets when HX UC server deployed.
- HiPath 3000 can be part of an OpenScope Office network, delivering network-wide presence status.

Avaya Response

- Avaya IP Office UC functionality is built-in with easy license activation; no add-on UC server deployment needed.
- IP Office has downloadable mobile clients for all popular smartphones; no extra cost server required.
- OpenScope Office networking only available if HiPath 3000 deploys the HX server at each site; max. of 8 sites only.

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Factors	Avaya IP Office Advantage	Siemens HiPath 3000
Phones	<ul style="list-style-type: none"> • IP Office gives choice of over 20 current desk phones, including Gigabit models.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"> • Supports Siemens OpenStage telephones in TDM and IP versions, some with Gigabit variants, as well as Siemens legacy phones.² • Only one Siemens SIP model supported; 3rd party SIP phones require gateway. • No video endpoints, just video streaming (surveillance) to OpenStage 60/80 phones.
Mobile User	<ul style="list-style-type: none"> • Flexible user licenses for different types of mobile workers⁴ allow customization per each employee and 90-day trial, so pricing is for exactly what is needed. • Downloadable mobile client enables tight integration with system features. <ul style="list-style-type: none"> ◦ 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, calendar integration, conference control, message notification. • Multiple DECT/WiFi handsets = options. 	<ul style="list-style-type: none"> • Mobile Entry parallel ringing feature has per user license fee and limited call control. Add-on mobility client software for dual-mode WiFi-Cellular only for selected Nokia devices. • No downloadable client for popular smartphones; only Web browser-based application (licensed per user) if OpenScape Office HX add-on server and UC software suite is deployed. Subset of desktop features: no conferencing, IM, screen pops or message notification.³ • Cordless DECT solution not available for all users; capacity depends on HiPath model.⁴ • Only one Siemens WiFi handset.
Desktop Application	<ul style="list-style-type: none"> • Avaya one-X Portal for IP Office thin client call control application is 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 (calculators, language translators, currency converters). ◦ Video softphone allows 6-party video conferencing; requires no special hardware. 	<ul style="list-style-type: none"> • Current desktop offer is based on OpenScape Office HX add-on server and UC software suite – an extra cost hardware/software deployment.⁵ • myPortal clients to access the OSO UC functionality require installation on Microsoft Windows-based PC/laptop; no Web access. <ul style="list-style-type: none"> ◦ Basic myPortal desktop client is free and has Outlook calendar presence integration, but presence/IM is for internal users only and just one external XMPP site. ◦ Licensed options for myPortal Outlook client, an attendant client, contact center agent and reporting clients (HiPath 3800 only); no Salesforce.com integration; no 3rd party gadgets. • Video softphone client installs on PC, but just 3-party video conferencing.
Messaging	<ul style="list-style-type: none"> • Embedded voicemail (no extra cost) comes with 2 ports, license expansion to 6 ports; good complement of features. • Voicemail Pro server-based messaging (to 40 ports) adds advanced features and is affordably priced for SMEs. 	<ul style="list-style-type: none"> • Voicemail is always an extra cost. <ul style="list-style-type: none"> ◦ For HiPath 3300 and 3500, 2-port Integrated Voicemail Module (EVM) comes pre-installed, but licenses required to activate. Or, optional 4- or 8-port card. ◦ HiPath 3800 does not support embedded voicemail, but can use an extra cost 8- or 24-port Xpressions Compact card option. • More advanced UM functionality requires an external server purchase.