

Avaya IP Office

Product Comparison: Samsung OS7000 Series

Avaya Advantage

Simplicity & Value

Built-in Meet-me Conferencing

Greater Functionality

Factors

Avaya IP Office

Samsung OS7000 Series

Simplicity & Value

- Voice mail is standard with all versions of IP Office
- Voice mail to email presentation is standard for all users – save time checking messages
- Role-based user solutions increase productivity and enhance user experience

- The OS7030, OS7100, and OS7200-S offer standard voice mail, but optional voice mail to email forwarding. With the OS7200 and OS7400 systems, customers must choose from one of several voice mail offers; the most basic supports 5 seats of Unified Messaging for voice mail to email forwarding, allowing users to check all messages in one location; larger, more expensive voice mail systems are required to support more UM licenses
- Many capabilities offered on an ala carte basis; this increases costs and may prevent users from having the capabilities that make them productive due to the expense of adding them

Built-in Meet-me Conferencing

- Built-in 128-party Meet-me conferencing (Preferred Edition, max. 64-parties per call) with PIN protection increases secure collaboration on Preferred and Advanced Editions

- 5-party ad hoc conferencing and no Meet-me conferencing may mean expensive network conferencing services or third-party applications may be required for collaboration

Greater Functionality

- Programmable Call Recording increases customer service with Preferred and Advanced Editions
- Mobile Worker and Power User solutions provide standard mobile twinning with call control and Avaya one-X™ Mobile for IP Office for professional mobile call handling

- Extra-cost, third party recording and storage applications create extra expense
- While mobile twinning (MOBEX) for up to 5 devices is standard, call control codes are only supported with Executive MOBEX; no GUI for specified mobile devices to enhance professional call handling

Achilles Heel

- Expensive, add-on applications increase TCO and add points of failure

Potential Objections

- Price, Samsung is very inexpensive

Answers

- Stripped down products usually are low cost; many applications IP Office offers are not available today on Samsung systems

Factors	Avaya IP Office Advantage	Samsung OS7000 Series
Scalability	<ul style="list-style-type: none"> • 5 to 384 users per system/site • Up to 1,000 users across 32 sites • One single platform that scales from 5 to 384 users without replacing hardware 	<ul style="list-style-type: none"> • OfficeServ 7030 – 20 users • OfficeServ 7100 – 24 users • OfficeServ 7200-S – 64 users • OfficeServ 7200 – 120 users • OfficeServ 7400 – 480 users • Growth from the OS7030 requires all new KSU hardware; phones can be reused • Five different hardware platforms complicates customer choice and growth strategy
Reliability	<ul style="list-style-type: none"> • Good resiliency story for IP phones with Multi-site option via software; survivable voice mail and applications support 	<ul style="list-style-type: none"> • No resiliency offers
User Applications	<ul style="list-style-type: none"> • Teleworker and Power User solutions support Telecommuter mode for call quality, integrity and ease of use • Hot desking can be supported using analog, digital or IP phones, even within a multi-site environment • Sophisticated mobility offers like VPN phones, hot desking, Telecommuter mode and Avaya one-X™ Mobile provide users with a variety of options for one-number access that provide for professional call handling • Avaya DECT offers provide full coverage, on-site mobility • Point-to-point video calls supported with Teleworker and Power User solutions • Presence and IM supported with Teleworker, Office Worker and Power User solutions 	<ul style="list-style-type: none"> • No Telecommuter mode – calls must be made via PC mic./speaker or USB headset with no resiliency and limited quality • 5-party ad hoc conferencing and no Meet-me conferencing may mean expensive network conferencing services may be required for collaboration • Hot desking is supported only with IP phones, limiting mobility • While mobile twinning (MOBEX) for up to 5 devices can be provided with the Optional Applications Services (OAS) card, call control codes are only supported with Executive MOBEX; no GUI for specified mobile devices to enhance professional call handling • No VPN phone support • No DECT support • Point-to-point video, Presence and IM are supported with and OfficeLink Server and license and Office Communicator Pro licenses for each user – adds cost, complexity and points of failure
Endpoints and Device Integration	<ul style="list-style-type: none"> • Office Worker, Teleworker and Power User solutions provide message synchronization to increase productivity; Mobile Worker and Power User solutions provide text-to-speech email reading and reply – no additional hardware required • Support for Norstar and BCM digital and IP phones to help protect endpoint investment for customers considering migrating to IP Office 	<ul style="list-style-type: none"> • A more sophisticated, extra cost UM system, OfficeServ IP-UMS, is required to provide message synchronization and text-to-speech capabilities on Samsung
Management & Admin	<ul style="list-style-type: none"> • Standard proactive monitoring and alarming • IP Office Manager enables configuration and management of multiple IP Office systems • IP Office can provide remote access via PSTN thereby offering easy remote management at low-cost as well as thru VPN over Internet if available 	<ul style="list-style-type: none"> • Optional proactive monitoring and alarming • No centralized programming tool for multiple locations • Samsung OfficeServ 7000 series platforms cannot offer remote access via PSTN/PRI/ISDN – only via Internet by opening a port in the company's network or by using an external server which can be accessed remotely; higher maintenance costs
Networking	<ul style="list-style-type: none"> • 32 sites and up to 1000 users can be networked 	<ul style="list-style-type: none"> • Several options available for multi-site networking with different levels of feature transparency • Up to 99 sites can be networked together
Applications Integration	<ul style="list-style-type: none"> • Integrated Voice Response (IVR) is supported on IP Office Advanced Edition to improve caller self-service and enhance productivity 	<ul style="list-style-type: none"> • No IVR support limits customer support options