

Avaya Product Comparison

Small and Medium Enterprise Systems

August 2010

	Avaya Business Communications Manager	Avaya IP Office	Avaya Aura™ Communication Manager S8300D
Architecture and Capacity			
Architecture / Models	<ul style="list-style-type: none"> • Single Server; Hybrid IP PBX • Business Communications Manager 50 (BCM50) • Business Communications Manager 450 (BCM450) 	<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 – 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"> • Hybrid and IP PBX servers designed for medium to Midsized enterprises • The S8300D is designed to deliver rich features for both distributed (standalone) and centralized (survivable) opportunities

	Avaya Business Communications Manager	Avaya IP Office	Avaya Aura™ Communication Manager S8300D
Capacity	<ul style="list-style-type: none"> • BCM50 – up to 50 users • 12 IP or SIP, 48 digital, 20 analog trunks (not simultaneously) • BCM450 – up to 300 users • 130 IP, 130 digital, 80 analog trunks (not simultaneously) 	<ul style="list-style-type: none"> • IP Office 500 – up to 384 user per site • Up to 1,000 users across 32 sites • 148 IP, 240 digital, 208 analog (not simultaneously) • IP Office Essential Edition – PARTNER® Version – up to 48 users • 20 SIP, 24 digital, 16 analog (not simultaneously) 	<ul style="list-style-type: none"> • S8300D - up to 1000 stations (450 SIP stations) • 4000 trunks
Trunk types supported	<ul style="list-style-type: none"> • Analog, IP, SIP, BRI, E1/T1/PRI 	<ul style="list-style-type: none"> • Analog, IP, SIP, BRI, E1/T1/PRI 	<ul style="list-style-type: none"> • Analog, IP, SIP, BRI, E1/T1/PRI
Messaging and Unified Messaging			
Messaging	<ul style="list-style-type: none"> • Voice mail on-board – requires optional KeyCode activation • BCM50 – 15 application ports • BCM450 – 35 application ports without expansion card and 63 application ports with expansion card 	<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"> • 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
Fax	<ul style="list-style-type: none"> • Fax Messaging Suite – All fax applications require separate, extra-cost KeyCodes 	<ul style="list-style-type: none"> • No licenses required 	<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"> • 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 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"> • 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"> • Not supported 	<ul style="list-style-type: none"> • Standard with Preferred or Advanced Editions 	<ul style="list-style-type: none"> • Standard with Avaya Aura™ Modular Messaging
Email reading and reply	<ul style="list-style-type: none"> • Not offered 	<ul style="list-style-type: none"> • Standard with Mobile Worker or Power User solutions 	<ul style="list-style-type: none"> • Standard with Avaya Aura™ Modular Messaging (requires Avaya one-X® Speech if using Microsoft Speech Server as the Modular Messaging message store)

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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
Applications				
One-number Access	<ul style="list-style-type: none"> • Standard with UM KeyCode, rings main phone and up to 5 additional phones based on time of day • Message Forwarding – an email sent to any mobile device capable of accessing email to notify the user of new voice mail messages, requires optional UM KeyCode 		<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"> • Standard with Avaya Aura™ 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"> • On-board programmable call recording – record agent calls for training or record sales calls for replay; Email storage or Third-party recording storage and retrieval • Requires KeyCode per channel • Standard call recording to voice mail 		<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"> • Standard recording into voice messaging • Sophisticated recording/storage solutions available via third-party

	Avaya Business Communications Manager		Avaya IP Office	Avaya Aura™ Communication Manager S8300D
	BCM50	BCM450		
Conferencing	<ul style="list-style-type: none"> • Includes 18-party ad hoc conferencing • Meet-Me conferencing up to 18-parties with optional KeyCodes 	<ul style="list-style-type: none"> • Includes 120-party ad hoc conferencing (60 users per call) • Meet-Me conferencing from 4- to 120-parties (60-parties call) with optional KeyCodes 	<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 	<ul style="list-style-type: none"> • Includes 6-party Meet-Me conference bridge • Expands to 10,000-parties with Meeting Exchange hardware and software; supports audio, video and web conferencing

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PC Call Mgmt	<ul style="list-style-type: none"> Personal Call Manager (PCM) software free for each user, requires a LAN-CTE KeyCode per user to use PCM software 	<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"> 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	<p>While feature interactions may vary per platform, each platform offers common functionality including:</p> <ul style="list-style-type: none"> Multiple call support Caller ID Answer/Hold/Unhold Conference Creation and Management Dial/Dial from Address Book 		
	<p>Personal Call Manager</p> <ul style="list-style-type: none"> Screen pops for database management 	<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>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"> 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"> IM and Presence support – send instant messages to other users; view user availability within the system 	<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
Video	<ul style="list-style-type: none"> No video support 	<ul style="list-style-type: none"> Point-to-point video 	<ul style="list-style-type: none"> Point-to-point video Group video
Requirements	<ul style="list-style-type: none"> IM/Presence requires optional InTouch software and licenses 	<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 	<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
Endpoints			
Analog Sets	<ul style="list-style-type: none"> Supports industry standard 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 Avaya 81xx series phones
Digital Phones	<ul style="list-style-type: none"> M7000 Series Digital Deskphones (Legacy Sets, not available new) Avaya 7000 Series Digital Deskphones Avaya 7316E Digital Key Expansion Module 	<p>Essential, Preferred and Advanced Editions Offers:</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 <p>Essential Edition – PARTNER® Version Offers:</p> <ul style="list-style-type: none"> Avaya 1400 Series Digital Phones Avaya ETR Phones 	<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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IP Phones	<ul style="list-style-type: none"> • Avaya 1100 IP Series Deskphones • Avaya 1200 Series IP Deskphones • Avaya 2001, 2002, 2004, 2007 IP Series Deskphones • Avaya 1200 Series Expansion Modules 	<p>Essential, Preferred and Advanced Editions Offers</p> <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 	<ul style="list-style-type: none"> • Avaya SIP telephony with Avaya Aura™ Session Manager • Avaya one-X® Deskphone • 9600 Series IP Telephones (built-in VPN) • Avaya 1600 Series IP Telephones • Avaya 4600 Series IP Phones • Cisco SIP phones 7940, 7961 and 7912
Software Phones	<ul style="list-style-type: none"> • Avaya 2050 IP Softphone • Avaya 2050 Mobile Voice Client 	<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 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
Conf. Phones	<ul style="list-style-type: none"> • Avaya 2033 IP Conference Phone • Avaya Norstar Conferencing Unit 	<ul style="list-style-type: none"> • Third-party offers 	<ul style="list-style-type: none"> • Avaya 3127 SoundPoint Speakerphone

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Mobility Endpoints	<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 3810 Digital Wireless Phone • Avaya 3616, 3641, 3645 Series IP Wireless Phones • Avaya 3701/11 IP DECT Phones • Avaya 3720/25 DECT R4 Phones <p>Essential Edition - PARTNER® Version Offers:</p> <ul style="list-style-type: none"> • Avaya 3920 Wireless Phones 	<ul style="list-style-type: none"> • Avaya 3606 Wireless Phones
Contact Center			
Options	<ul style="list-style-type: none"> • Uniform Call Distribution built-in • On-board Contact Center • Optional Multimedia Contact Center for contact with agents besides a phone call <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"> • Uniform Call Distribution built-in • Server-based Customer Call Reporter (CCR) Reporting Tool with standard real time and historical reporting • Third party offers for Multimedia options 	<ul style="list-style-type: none"> • Basic Call Center built-in with standard real time reporting • Server-based Deluxe and Elite Call Centers with optional real time and historical reporting • Server-based Call Center Express with 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 80 active agents, 250 configured agents, 150 announcements and 50 groups 	<ul style="list-style-type: none"> • Up to 150 agents and 30 supervisors 	<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 • 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 	<ul style="list-style-type: none"> • Silent Agent Monitoring • Agent Performance tools

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Self-Service	<ul style="list-style-type: none"> On-board Integrated Voice Response (IVR – BCM450 only) allows callers to enter information for orders, etc 	<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"> Optional Voice Portal – Sophisticated IVR that provides touchtone, Web-based and Speech-enabled applications for self-service
Requirements	<ul style="list-style-type: none"> Contact Center requires optional KeyCode activation plus Agent KeyCodes and optional Skillset KeyCodes Multimedia queues and IVR each require separate KeyCodes 	<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"> Basic Contact Center included Agent and Supervisor licenses required Enhanced functionality requires licenses and/or servers
Networking			
Standards	<ul style="list-style-type: none"> SIP; H.323; ETSI Q.SIG; Q.931; ISDN-PRI; ISDN-BRI; E1; MCDN; DPNSS 	<ul style="list-style-type: none"> ISDN-PRI, H.323; QSIG; ISDN-BRI (euro); E1 	<ul style="list-style-type: none"> H.323, ISDN-PRI, ISDN-BRI; E1; QSIG; DCS/DCS+

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Transparency	<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>H.323 Multi-site Networking supports a maximum of 1,000 users across 32 nodes</p> <p>Features include:</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 <p>QSIG features:</p> <ul style="list-style-type: none"> • Calling & Called Name & Number • Call Hold • Call Setup • Call Transfer 	<p>Networking supports feature transparency for up to 50 remote sites</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

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Requirements	<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"> • Preferred and Advanced Editions required with Multi-site software license and VCMs 	<ul style="list-style-type: none"> • Branch Edition or G250, G350, G450 and G700 Media Gateways • DCS: DCS or DCS+ license • QSIG: QSIG license
System Administration			
Administration Interface	<ul style="list-style-type: none"> • Standard Windows-based programming application 	<ul style="list-style-type: none"> • Standard Windows-based system administration tool 	<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 • Standard BCM monitoring tool for real time tracking • Activity reporter – For more sophisticated monitoring: Standard Version included, Professional Version requires KeyCodes 	<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"> • 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"> • 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"> • Daily backups are automatic – the system copies the RAM configuration into Flash Memory (SD card) once a day 	<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"> • Optional BCM Network Configuration Manager tool provides multi-site administration – KeyCodes required plus software 	<ul style="list-style-type: none"> • Optional Avaya Enterprise Network Management enables management of up to 2,500 IP Office systems 	<ul style="list-style-type: none"> • Optional Avaya Enterprise Network Manager – software required
Miscellaneous			
Call Accounting	<ul style="list-style-type: none"> • Activity Reporter provides call detail reporting – available via KeyCode 	<ul style="list-style-type: none"> • Built-in SMDR • Optional third-party Call Accounting 	<ul style="list-style-type: none"> • Optional SMDR • Option third-party Call Accounting

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CTI support	<ul style="list-style-type: none"> • TAPI, LAN CTE • Virtual terminal –automated calling for appointment reminders, etc 	<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"> • 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"> • 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"> • Based on the resiliency of the existing multi-site network. All software based • 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"> • Sophisticated offers for basic resiliency through complete redundancy for “best-in-class” business continuity

