Enterprise Unified Communications Comparison Guide

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Vendor	Product(s)	Solution Description	Target Environment	Basic Pricing	How To Buy	How to Buy	Year Founded	Financials	Partner Eco System
Alcatel-Lucent	Unified Communications	UCC platform using OmniTouch and OpenTouch hardware and software product lines. Hosted and on-premise solutions available.	SME to Large Enterprise	Contact vendor	Resellers, VARs, Integrators	Direct	1987	NYSE:ALU	2,100 channel partners; operates in over 130 countries
Avaya	Aura	UCC platform that extends Aura Communications manager; multiple applications and communications hardware available	SME to Large Enterprise	Starts at approximately $265 per user, dependant upon configuration and features	Direct, Resellers, VARs	Direct	2000	NYSE: AV	9,200 channel partners worldwide
Cisco	Unified Communications	UCC platform built into an intelligent IP network; includes infrastructure hardware, end-point devices and applications	SME, Large Enterprise	Appliances start at $4,000; a range of applications and UC services priced per user are available from Cisco Unified Workspace Licensing	Direct, Resellers, VARs, Integrators	Direct	1984	NASDAQ: CSCO	Global reseller network
IBM	Lotus Sametime	Software only solution; IBM's UCC on-premise strategy includes other services and other vendor partners	Small business, Midsize business, SME, Large Enterprise	Contact vendor	Direct, Resellers, VARs, Integrators	Direct	1921	NYSE: IBM	Global channel partners
Microsoft	Lync	Software only UCC solution; Lync Server replaces Communications Server in on-premise UC solution	Small business (Office365), Midsize business, SME, Large Enterprise	Client access licensing for Standard, Enterprise and Plus Editions; $31.00 per client license (estimate), $699 per server license and up	Direct, Resellers, VARs, Integrators	Direct	1975	NASDAQ: MSFT	Global channel partner network; technology partners include major systems and communications vendors.
ShoreTel	ShoreTel 8	Unified Communication applications that require ShoreTel IP phone system	Small business, Midsize business, SME, Large Enterprise	Approximately $500 per user for IP Phone system	Resellers, VARs, Integrators	Direct	1996	NASDAQ: SHOR	Over 750 global resellers
Siemens	OpenScape UC Suite 2011	Open UCC hardware and software solution. Offered on-premise or hosted	Large Enterprise	Contact vendor	Resellers, VARs, Integrators	Direct	1848	NYSE: SI	720 accredited global partners; over 1 million enterprise customers

Features

Vendor	Product	Concurrent Users	Operating System(s) Supported	Messaging Features	Conferencing Features	Telephony and Mobile Features	Product Notes
Alcatel-Lucent	Unified Communications	90,000 users per cluster; architecture supports multiple clusters	Supports most operating systems	Presence, Unified Messaging, Click-to-Call, Click-to-Conference, Visual Voice Mail, IVR, IM, Group Chat	Audio Conferencing, Web Conferencing, Video Conferencing, Conference from IM, Conference from Mobile device	PC Softphone, Built-in VoIP, One number and voice mail, User-defined call routing and permissions, Simultaneous ringing of multiple devices, Display user-location, Shift live calls between devices, Mobile access to PBX	OpenTouch video collaboration suite adds BYOD support.
Avaya	Aura	Contact vendor	Windows; Linux	Presence, Unified Messaging, Click-to-Call, Text-to-Speech, Visual Voice Mail, IVR	Audio Conferencing, Web Conferencing, Video Conferencing	PC Softphone, User-defined call routing and permissions, Shift live calls between devices, Mobile access to corporate directory, Mobile access to PBX	BYOD support. Modular architecture. Branch, Standard and Enterprise editions offered with per-user licensing.
Cisco Systems	Unified Communications	Contact vendor	Windows; Mac OS	Presence, Unified Messaging, Unified Corporate Directory, Click-to-Call, Text-to-Speech, Visual Voice Mail, IVR	Audio Conferencing, Web Conferencing, Video Conferencing, Conference from IM, Desktop/Application sharing, Telepresence.	PC Softphone, Built-in VoIP, One number and voice mail, User-defined call routing and permissions, Simultaneous ringing of multiple devices, Display user-location, Shift live calls between devices, Mobile access to corporate directory, Synchronized call logs	Includes UC Manager, IP phones, mobile, voice, messaging, meeting and presence applications. Enhanced Telepresence offerings and features.
IBM	Lotus Sametime	Not applicable	AIX; Linux; Mac OS; Mobile OS; Solaris; Windows	Presence, Unified Messaging, Unified Corporate Directory, Click-to-Call, Click-to-Conference, IM, Group Chat	Audio Conferencing, Web Conferencing, Video Conferencing, Desktop/Application sharing	Built-in VoIP, One number and voice mail, User-defined call routing and permissions, Display user-location, mobile device support.	Latest version added Web 2.0 tools and enhancements to online meeting, audio, video, 3rd party software integration, mobile and telephony features.
Microsoft	Lync	Not Applicable	Windows	Presence, Unified Messaging, Unified Corporate Directory, Click-to-Call, Click-to-Conference, Click-to-Video, Text-to-Speech, Visual Voice Mail, IVR, IM, Group Chat	Audio Conferencing, Web Conferencing, Video Conferencing, Conference from IM, Desktop/Application sharing	PC Softphone, Built-in VoIP, Display user-location, Shift live calls between devices, Mobile access to corporate directory	Supports PCs, IP phones and Windows mobile devices; IVR optional via Office Communications Server Speech Server; Lync Online UCaas is part of Office365.
ShoreTel	ShoreTel 8	IP Phone system supports up to 10,000 users	Windows; Linux	Presence, Unified Messaging, Unified Corporate Directory, Click-to-Call, Click-to-Conference, Text-to-Speech, Visual Voice Mail, IVR, IM, Group Chat	Audio Conferencing, Web Conferencing, Video Conferencing, Conference from IM, Desktop/Application sharing	PC Softphone, Built-in VoIP, One number and voice mail, "Find-me-follow-me" Phone ringing, User-defined call routing and permissions, Mobile access to corporate directory, Mobile access to PBX, Synchronized call logs	ShoreTel IP phone system becomes a full UC solution adding ShoreWare Professional Call Manager and Converged Conferencing.
Siemens Enterprise Communications	OpenScape UC Suite 2011	Up to 100,000 users in a multiserver configuration	Linux (OpenScape Voice)	Presence, Unified Messaging, Unified Corporate Directory, Click-to-Call, Click-to-Conference, Visual Voice Mail, IVR, IM	Audio Conferencing, Web Conferencing, Video Conferencing, Desktop/Application sharing	Built-in VoIP, One number and voice mail, "Find-me-follow-me" Phone ringing, User-defined call routing and permissions, Shift live calls between devices, mobile device support.	Enables CEBP (Communications-Enabled Business Processes) with existing applications.

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