



 UNIFY	 Alcatel-Lucent Enterprise	 AVAYA	 CISCO	 Microsoft
	OpenScape Enterprise V10	OmniPCX Enterprise & OpenTouch Suite	Avaya Aura Communication Manager	Unified Communications Manager Enterprise	Microsoft 365 Enterprise
General Architecture					
Description	OpenScape Enterprise enables seamless, intuitive and efficient communications and thus enhances workforce productivity. OpenScape is based on the Services Oriented Architecture (SOA), which enables it to easily integrate within a customer's existing IT and application environment. OpenScape Enterprise enables enterprises of any size to collaborate seamlessly beyond the boundaries of the traditional office, improving relationships, interactions and information exchange with suppliers, partners, customers, and employees located in geographically dispersed offices.	Server-oriented hybrid architecture featuring a server-based communications (VoIP) platform integrated with proprietary, modular gateway elements. Multiple servers and proprietary networking software required for expansion beyond 15,000 IP users. Separate proprietary servers and software required for UC applications -- usually a different server & software for each application. OpenTouch roadmap mirrors Avaya with many bolt-on pieces to gain advanced SIP feature sets.	Server-based hybrid architecture featuring capacity-limited industry standard platforms and media gateways. Can be deployed as an appliance. Separate servers and software required for most applications.	Cluster-based, capacity-limited native VoIP architecture. Deployed on proprietary MCS/ICS or virtualized UCS servers or optionally COTS servers (Cisco is shifting away from proprietary servers). Standard deployments require a large number of servers. UCS deployments cut server counts. Advanced virtualization capabilities (equity VMware investment) Latest release enables full application portfolio to be virtualized on UCS Server. Can also be deployed as a public hosted or private cloud service from partners.	Multiple server architecture supporting VOIP conferencing, IM & presence. Similar in number of servers needed by OpenScape UCS for small or medium enterprise combined voice and UC function. Partners must provide many critical voice/voice related elements including desk phones, contact center, e911 and survivable branch appliances.
What Virtualized solutions are available for Voice and UC solutions server efficiency	Comprehensive virtual apps for Voice, Voicemail, UM, UC, Conferencing, Collaboration as well as for Branch, SBC, and CMP.	ALU Offers VMware and KVM options	Avaya offers VMware only option. Capacity is about 100K (3 Communication Managers at 36K per Communication Manager) all capable of standard IP telephony	Cisco quotes their solutions on the UCS platform which enables them to virtualize all applications (complexity, size, location dependent)	Microsoft delivers virtualization support for the IM, Presence, Conferencing and Voice. Virtual apps that are supported include apps by VMWare, Citrix and Red Hat/SUSE Linux based on the relevant OS (Win Server 2016 or 2019)
Maximum scale for unified UC&C system for presence, messaging, contact and directory integration	500,000 maximum users,	20,000	Claims 300,000	Clustered, multi-instance, 100,000 max users	Microsoft Claims unlimited user support and has tested over 200,000 users. However, a max of 8 Front End servers only scales to 80,000 users.
Single instance maximum size without federation	Voice 100,000 UC 40,000	10,000 est.	Up to 41,000 users per CM on Avaya-provided Common Servers or customer-provided servers (VMware); Up to 1,000 users on S8300E embedded server.	Single instance: 10,000	Single server can support up to 10,000 users
Supports mixed Current Enterprise and legacy solution deployments	OpenScape Ent supports OpenScape Voice and HiPath 4000 voice systems as well as mixed environments.	Only with rudimentary connectivity (e.g. Q.sig)	Only with rudimentary connectivity (e.g. Q.sig)	Yes, but requires layering 3rd-party VOSS solution on top of Cisco and multi-vendor PBX.	Microsoft has limits in its ability to support elements of previous versions (LCS, OCS) including upgrades required to servers, UCC elements, client and servers of related applications (example - 32bit versions of SQL Server are not supported)
VoIP Engine					
Name/ Current Version	OpenScape Enterprise V10.0	OmniPCX Enterprise Communication Server Rls.12.3	Aura Communication Manager Rls. 8.1.	Unified Communications Manager Enterprise (CUCME) and Session Manager Edition (CUCMSME) Rls. 12.5	Skype for Business 2019
System Type	Carrier-grade Soft switch	IP Converged PBX -- Enterprise-grade	IP Converged PBX -- Enterprise-grade	Enterprise-grade Soft switch	Enterprise-grade soft switch
Voice Scalability	< 1,000 SIP users on single server 100,000 SIP users multiple servers	15,000 IP users per server -- Reduced to 5000 users per server when analog, digital and SIP ports are deployed. 100,000 IP users in network of 100 servers	36,000 total users in a single server including IP/SIP users. Total 10,000 SIP trunks	10,000 users per cluster of servers	10,000 users per server, 80,000 users per pool and an unlimited number of pools.
Server/Processor Redundancy	Optional Carrier-grade featuring active-active load-sharing operation across all processor elements	Optional Enterprise-grade featuring hot standby redundant processors	Standard Enterprise-grade dual Linux servers in S8300E model operating in hot standby mode. Remote Enterprise Survivable Servers (ESS) available with other smaller models	Optional Multiple enterprise-grade servers configured on a 1-1 or 2-1 "subscriber" server basis. Note: can be different physical or virtualized (UCS) servers.	Optional Redundancy Provisioned on a 1 for 1 basis for most server elements in the voice infrastructure.
VOIP Features	Full (Enterprise-grade feature set and SIP)	Full (Enterprise-grade feature set and SIP trunking and station support.)	Full (Enterprise-grade feature set and SIP trunking and station support. Note that SIP Enablement Services, once a separate server, is now part of the CM server)	Full (Enterprise-grade feature set and SIP trunking and station support. SIP Session and multi-system management via 3rd-party)	Full (Enterprise-grade feature set and SIP trunking and station support.)
No Outage Upgrade Process	Yes	No	Yes	Yes	No
Survivable Branch w/software-based: - Signalling Redundancy - Local media processor - SIP Trunking Support - Session Border Controller - Appliance	Yes	Yes	Yes	Yes	Yes
Geographical Node Separation (In VoIP section)	Yes	Limited	Yes	Yes	Yes
Unified Communications Applications Platform(s)					
Version	OpenScape UC Application Version 10.0	OpenTouch Suite for MLE R2.5	Avaya Aura Presence Services/SES/AES R8.1	Integrated UC Portfolio (CUWL & CUP) R12.5	Skype for Business Server Enterprise Edition N/A

Architecture					
Description	Single (1) or multiple server design (depending on # of users and applications used) Applications include VM, UM, IM, audio conferencing, video conferencing & web collaboration applications (web collab on separate server within DMZ)	Multiple server design with UC applications residing on separate servers and incorporates cloud-based overlay service, (ALE Rainbow), which can be provisioned over any existing IP investment and includes chat, voice, video, screen, and file sharing capabilities	Complex architecture with multiple server design with UC and messaging applications residing on separate servers and requiring AES as translator. Midsize Deployment no longer supported after R7. One-X client capability available.	Multiple server (physical/virtual) design with UC and messaging applications residing on separate servers with an overlay client (Cisco WebEx)	Multi-server design with increasing server efficiency allowing minimal servers (sometimes one) for less than 10,000 users.
Server(s) Operating Systems used for platform and applications	SUSE Linux Enterprise Server 12 - OUCS & Windows for OpenScape Web Collaboration	Unix and Linux (Red Hat ES Release 5)	Linux 7.6 or later (RedHat Enterprise)	Linux (CentOS)	Windows Server 2016, 2019
Scaling per cluster	40,000 UC Users	Around 20,000	20,000	20,000	80,000
Scaling with Federation	500,000 UC Users	Unknown	250,000	100,000	Tested to 200K - they claim ability to federate unlimited clusters
Desktop Clients	Windows 10, Windows Server 2016, MAC OS, Linux	PC / MAC	Windows 7,8, 10 Windows Server 2016, Mac OS	Windows 7,8, 10, Mac OS	Windows 7,8, 10, Mac OS
Web Client	MS IE v6 or greater, Safari, Chrome and Mozilla Firefox	Chrome, Mozilla Firefox or Internet Explorer	Microsoft Internet Explorer 8 and later; Mozilla Firefox version 10 and later; Apple Safari latest version for Apple OS X; Chrome without plug-ins	Firefox, Chrome, Internet Explorer, Edge, Safari	Internet Explorer, Safari, Firefox, Chrome, Edge
Mobile Clients	iOS, Android, Windows Phone 10, Blackberry 10	Windows Mobile; RIM (Bberrry), iOS, Android	RIM (Bberrry), Apple iOS, Android	Apple iOS and Android. Dual-mode phones (Wi-Fi and GSM).	Android, Windows, iOS
SOA based architecture	Yes	No	No	No	Yes
Uses off-the-shelf servers	Yes	Yes	Yes	Possible; Can be loaded on COTS, but more likely Cisco MCS/ICS or UCS	Yes
Supports connectivity to any vendor voice (PBX) infrastructure	Yes (and to multiple PBXs simultaneously)	Yes; Capabilities VERY limited by use of old QSIG network protocol	Yes, theoretically by using System and Session Managers. Note: We have not seen case studies to prove capability. Most "other" systems will be Nortel.	Yes, but requires layering 3rd-party solution on top of Cisco and multi-vendor PBX. (Communications Manager Session Management Edition)	Yes
Data network infrastructure independent	Yes	Yes	Yes	Yes BUT strongly prefers an all-Cisco infrastructure	Yes
Portfolio					
Modular Packaging (software) providing seamless upgrade paths - For instance, buyers can purchase almost any element of the UC&C solution portfolio and add other elements easily and without major disruption or extra cost.	Yes	Maybe(Dependant on upgrade performed)	Maybe(Dependant on upgrade performed)	Maybe(Dependant on upgrade performed)	Yes
Description of Packages or Offers	Several levels of Enterprise Licensing Suites are offered to accommodate diverse user preferences: <ul style="list-style-type: none"> •Analog Suite – OS Voice/4000; OS Branch •Basic Voice Suite – OS Voice/4000; Openstage 15 or OpenScape Desk Phone IP 35G •Voice Suite – OS Voice/4000; OS UC Web client with IM, presence and soft client telephony •Enhanced Voice Suite – OS Voice/4000; OS Enterprise Edition with IM, presence and soft client telephony; Audio conferencing; OS Xpressions; OS Mobile •Collaboration Suite – Enhanced Voice Suite plus OS Fusion and fully integrated enterprise US •Enhanced Collaboration Suite – Collaboration Suite plus Video conferencing and web collaboration tools for virtual team communication 	ACS 8770 is the server managing/integrating UC and voice traffic from multiple sources and directing it to the UC application Suite user clients. OTCV: single user license includes: telephony services (VOIP), one number service, messaging interface, presence (telephony & IM), IM, peer-to-peer video. Options: Redundancy, multi-site, voice encryption, UM Added via port licenses: audio conf, video conf, data (web) conf, VXML, TTS Added via ports and users: Voice broadcast, fax server. Added via user license: softphone OTCV: Audio/web conferencing, collaboration and record.	Avaya Aura Suite Licensing provides simpler purchase options for Avaya Aura customers. Suites are available in two levels: • Core: includes the complete Avaya Aura Platform of Communication Manager, Session Manager, System Manager, Presence Services, Session Border Controller for Enterprise and user entitlements to Avaya Equinox clients. • Power: includes all the capabilities in Core plus IX Workplace Conferencing (Host)	Cisco Unified Workspace License (CUWL) levels: *Essential: Includes a per-user license for any Cisco IP phone, a Cisco voice mailbox (optional) levels: *Basic: Adds Presence on top plus UM,IC chat,softphone, support for 2 devices *CUWL Standard: everything in Enhanced plus video conference, support for up to 10 devices *CUWL Standard: everything in Standard plus web conference, video/web collaboration (top tier licence)	Plans currently offered by MS for Office 365 Enterprise include: E1, E3 and E5. Aside from skype, these plans come equipped with the Office software package, MS Teams, OneDrive and SharePoint. Depending on the plan chosen, add-on licenses can be bought to obtain additional Skype for Business features, including audio conferencing, phone system cloud voicemail and calling plans.

Applications					
Comprehensive media advance between Communications application. User ability to move from IM to Voice to Audio/Video/Web Conferencing	Yes	Yes	Yes	Yes	Yes
Native Voice Messaging	Yes (Can also integrate with OpenScope Xpressions Voice Messaging and with third-party voicemail systems)	Yes (Native VXML-based VM. Also can integrate with Alcatel 4635 or 4645 or 3rd Party VM systems)	Yes up to 500 VM mailboxes with CM Messaging (OLD Audio). Separate Aura Messaging server required for larger installations up to 5000 VM	Yes	Yes
Native Unified Messaging	Yes (Can also integrate with OpenScope Xpressions Unified Messaging or with third-party UM systems)	Yes (native VXML-based UM -- Can also integrate with Alcatel 4635 or 4645 or 3rd Party VM systems)	Yes up to 500 VM mailboxes with CM Messaging (OLD Audio). Separate Aura Messaging server required for larger installations up to 5000 VM	No (integrates with Unity or Unity Connection. Requires a separate server)	Yes
Instant Messaging	Yes native function -- IM clients use XMPP standard based on Openfire. (We don't directly federate with any IM application that is not standards-based. Integrate with non-standard (like MS OCS/Lync, Office))	Yes (native function -- IM clients include: proprietary [My Instant Communicator, OTCV], MS LCS, MS OCS 2007 [future] and IBM Lotus SameTime)	Yes (IM clients include: Avaya IX Messaging (formerly Equinox), MS LCS, MS OCS 2007 [future], Jabber, and IBM Lotus SameTime)	Yes	Yes
Native Audio Conferencing	Yes (based on user availability (presence) and preferred device, system calls out to all parties --- Can also have native call into a	No - (separate Module needed)	Yes, basic conference with Comm manager. Support of MeetMe and Ad-hoc conference. Separate server needed for advanced capabilities and capacity.	Yes	Yes
Web Conferencing	Yes	Yes	Yes Requires Aura Conferencing (formerly Meeting Exchange) application on separate server -- Optional Integrations: Microsoft Office Communicator, IBM Lotus SameTime, Adobe Acrobat Connect--purchased separately)	Yes	Yes
Native Collaboration (e.g., white boarding, application sharing, co-browsing)	Yes	Yes	Yes	Yes	Yes
Video Conferencing	Yes (Native 2- and multi-party HD)	Yes	Yes	Yes	Yes
Presence & IM					
Multiple presence information in user client - One view of presence states of all tools available with user status: IM, voice, video)	Yes	Yes	Limited (IM and voice only -- requires SIP Enablement Server, AES and Presence Services)	Yes	Yes
Track IM presence across all telephony devices (IP, SIP, Mobile)	Yes	Yes,	Yes SIP Enablement Server, AES and Presence Services to support SIP devices)	Yes	Yes
Track telephony presence across all telephony devices (IP, SIP, Mobile)	Yes		Yes, Presence server needed.	Yes	Yes
Launch IM client window from Desktop or Web Client	Yes	Yes	Yes	Yes	Yes
Tell-Me-When(feature tracks status of unavailable colleague, initiates call or IM the moment they become available)	Yes(with extensive notification options)	No	No	No	Yes; Skype can notify you when a contact's availability changes
Group Presence(Allows users to track the presence of a workgroup and members within a workgroup)	Yes(native function)	No	Yes(Using one-X Agent for contact center agents)	Yes	Yes
Provides aggregated user presence status (context sensitive of users situation i.e. available, in meeting, etc.)	Yes(native function)	Yes(optional client needed)	Yes(Requires Advanced Edition of Meeting Exchange application - requires separate server)	Yes	Yes
Presence status linked to Outlook calendar - automatically set to "in meeting"	Yes	Yes	Yes	Yes	Yes
Presence-based conferencing(with automatic call out based on personal preferences)	Yes(native function)	Yes	Yes	Yes	Yes
Location and time-zone presence based on user's computer settings	Yes(native function)	Yes	Yes	Yes	Yes
One number service to individuals	Yes	Yes	Yes	Yes	Yes
Presence modifications using open SDKs/APIs	Yes.	Yes(with OmniTouch XML Web Services API)	Yes	Yes	Yes
Routing of voice, IM and video based on presence status	Yes	Yes	Yes	Yes(requires sep. applications servers and SW)	Yes
IM and Presence XMPP federation with other UC, messaging, social media and collaborative apps	Yes	Yes	Yes	Yes	No
What third party systems are support for Availability (presence)	IBM Lotus notes, Microsoft Lync, Microsoft Office, S4B, Microsoft OS, GoogleTalk. Other XMPP solutions can be supported with ProfServices.	XMPP, Microsoft, IBM Sametime	XMPP, Microsoft, IBM Sametime	XMPP, Microsoft, XCP, Google Talk,IBM Sametime or intra- Cisco with Intercompany Media Engine	MS Outlook, MS Office, MS SharePoint

Conferencing

Multi-party Audio Conferencing	Yes; up to 250 users per single audio conference; V10 - 40,000 users per system	Limited(600 users per conference with G.711 -- 320 users with G.729A and G.726-32)	Yes(Meet-me supports up to 6 parties and Meet-me Expanded supports up to 300 parties. Larger needs require Meeting Exchange application on separate server -- 4,000 users on a server, - up to 14,000 with separate server)	Yes, up to 128 users per single conference; 12,000 concurrent calls per cluster	Yes; Can support up to 250 users in single session. Up to 1000 users with configuration changes and NO OTHER conferences operating at the same time. 10,000 participants only possible with Skype Meeting Broadcast
Fast Point and Click Conference Set up for A/W/V conferencing	Yes	Yes	Yes	Yes	Yes
Voice Portal to Launch Audio Conference	Yes	Yes	Yes	Yes	Yes
Support for Meet-Me Audio Conferencing	Yes	Yes	Yes	Yes	Yes
Support for Join-in and Meet-me Conferencing with secure conference ID	Yes	Yes	Yes	Yes	Yes
Conference recording	Yes	Yes	Yes (requires Meeting Exchange application with separate server)	Yes	Yes
Conference floor control (mute/unmute and disconnect participants, lock conference, add new participants and reconnect disconnected participants)	Yes	Yes	Yes (requires Meeting Exchange application with separate server)	Yes	Yes
Open (no moderator) and moderator controlled conferences	Yes	Yes	Yes	Yes	Yes
Secure Web Conferencing/Collaboration - files uploaded to imbedded fileboard are SSL secure file uploaded fileboard management	Yes Conferencing server provides 256-bit AES security client to client tunnel hence no intrusion at server possible; no server or client traces left after session	Yes via OpenTouch Conversation One	Yes	Yes	Yes
Standalone - use with 3rd party PBX	Yes	Yes	No	Yes	Yes via Microsoft Cloud PBX
Standalone with Outlook plug-in	Yes	Yes	Yes	Yes	Yes
Integrated audio and web (See who's in the web conference for audio and web conf.)	Yes	Yes	Yes	Yes	Yes
Conference controls for leader	Yes	Yes	Yes	Yes	Yes
Video integration with room-based systems, audio and web conferencing	Yes	Yes	Yes	Yes	Yes
Moderator passcodes and participant passcodes for an audio conference	Yes	Yes	Yes	Yes	Yes
Local access numbers on a global basis for audio conferences	Yes	unknown	Dependant on system setup	Yes	Yes
Sub-conferencing for audio conferences	No	unknown	Yes	Yes	No
Web-Conferencing: Sub-conferencing for web conferencing	Yes	unknown	Yes	Yes	No
Web-Conferencing: Integrated public switched telephone network audio:	Yes	unknown	Yes	Yes	Yes
Integrated voice over Internet Protocol (VoIP) audio: To remove or reduce the need for telephone-based audio, some products can use a PC's speaker and microphone (or a headset) to enable participants to listen to a presentation or -- more rarely -- to both listen and speak.	Yes	Yes	Yes	Yes	Yes
Web-Conferencing: Integrated voice over Internet Protocol (VoIP) audio:	Yes	Yes	Yes	Yes	Yes
Web-Conferencing: Feedback: Participants can indicate whether they want the speaker to slow down, speed up, answer a question, and more.	Yes	Yes	Yes	Yes	Yes
Web-Conferencing: Polling: A quick survey of participants can be conducted to answer a specific question in real time	Yes	Yes	Yes	Yes	Yes
Web-Conferencing: E-learning: Specific functionality to support online and blended learning scenarios, such as participant testing, instructor monitoring of student desktops, and corporate learning system integration.	Yes	unknown	No (Yes via partner like Adobe)	Yes	Yes

Deployment Options					
Hosted UC deployment	Yes	Yes	Yes	Yes	Yes
Public Cloud UC deployment	Yes	Yes	Yes	Yes	Yes
UC Solution works in conjunction with, or independent of existing customer IM platforms	Yes(IBM Lotus Sametime, Microsoft OCS, Lync, Office, S4B, XMPP)	Yes(IBM Lotus Sametime, Microsoft, XMPP)	Yes(IBM Lotus Sametime, Microsoft, XMPP)	Yes(IBM Lotus Sametime, Microsoft and Cisco Jabber XMPP)	No(only uses MSFT clients)
CEBP					
Client plug-ins IBM lotus / MSFT outlook	Yes	Yes	Yes	Yes	Outlook Yes, Lotus Notes No
UC client supports click-to-conference and presence automation with IBM Lotus Notes client and Outlook Client	Yes	Yes	Yes	Yes	Outlook Yes, Lotus Notes No
SOA-based SDK	Yes(for approved software development partners)	Yes(XML Web Services)	Yes(Using the Nortel ACE product and Session Manager.)	Yes	Yes
APIs and Web Services tools for application development	Yes	Yes(with OmniTouch XML Web Services API)	Yes(Using the Nortel ACE product and Session Manager.)	Yes	Yes but Very Limited Microsoft's primary use for web services is to integrate between its own offerinas.
Pre-integration with business applications	Yes(MS SharePoint, SAP, Salesforce and others)	Yes(SAP, Siebel, Oracle, PeopleSoft, Pivotal)	Yes(Using the Nortel ACE product and Session Manager.)	Yes	Yes(Microsoft applications including Office)
SOA-based feature integration and re-usability at the service-level from one application to another	Yes	Yes(with OmniTouch XML Web Services API)	Yes(Using the Nortel ACE product and Session Manager.)	Yes	unknown
UC VOICE Portal Access					
Access and operate UC apps from any voice device. No need for UC client	Yes	No	No	No	No; Require specific UC graphical client on select devices or PC. No UC voice "portal" for accessing overall UC solution set
UC Speech Access "portal" with Natural Language Understanding (NLU)	Yes	No	Partial (via third-party software on Experience Portal)	No	No
Voice access to voicemail, calendar and email from single UC application portal	Yes	No	Partial (via third-party software on Experience Portal)	No	No
Ability to set user's presence status and preferred device	Yes	No	Partial (via third-party software on Experience Portal)	No	No Presence cannot be modified by voice via call to unified voice portal.
Search for Contact and Dial Contact	Yes	No	Partial (via third-party software on Experience Portal)	No	No Contacts cannot be modified by voice via call to unified voice portal.
Start both ad-hoc and scheduled conferences	Yes	No	Partial (via third-party software on Experience Portal)	No	No Conferences cannot be started by voice via call to unified voice portal.
Create groupware calendar entries or meeting requests	Yes	No	Partial (via third-party software on Experience Portal)	No	No Calendar or meeting requests cannot be set via call to unified voice portal.
Imbedded training and help aids	Yes	No	Partial (via third-party software on Experience Portal)	No	No
Clients					
Mobile client	Yes (iOS, Android)	Yes (iOS, Android)	Yes (iOS, Android)	Yes (Cisco Jabber on iOS and Android)	Yes (Android, Windows, iOS)
Web client	Yes	Yes	Yes	Yes	Yes
Desktop Client	Yes	Yes	Yes	Yes	Yes
Desk phone client	Yes (via OpenStage UC app add-on)	Yes	No	Yes	No
Business Applications embedded client(s)	Yes (using SDK APIs)	Yes (OmniTouch XML Web Services API)	Yes (using SDK APIs)	Yes (using SDK APIs)	Not by MSFT but possible for partner development.
Harmonized client user experience	Yes	Yes	No	Yes	Partial
Integrated with Microsoft Lync/Skype for Business	Yes	Yes	Yes	Yes	Yes
Integrated with Microsoft's OCS 2007	Yes	Yes	Yes	Yes	Yes
Support of IBM's Lotus Sametime Connect Client	Yes via Professional Service or IBM Sametime Unified Telephony	Yes	Yes	Yes	No
FMC Device Handover (transition call from one device to another without disconnecting or disrupting)	Yes	Yes	Yes	Yes	No - you need to disconnect and reconnect on the new device after transferring
Manual and Automatic FMC Device Handover	Yes	Yes	Yes	Yes	Yes
FMC hand-off to any device with gesture	Yes	unknown	No	No	No
Video					
Support for common (competitor) conferencing/collaboration tools	Yes	Yes	Yes	Yes	Yes
Desktop video clients support for multi-party conferencing	Yes	Yes	Yes	Yes	Yes
Native UC support for Desktop Videoconferencing with 'Continuous Presence' views, and active speaker indication	Yes	Yes	Yes	Yes	Yes
Meet me or meet you conferences	Yes	Yes	Yes	Yes	Yes
Schedule Audio, Video and Web collaboration in Groupware Calendar	Yes	Yes	Yes	Yes	Yes
Click-to-dial with address books, view presence, and call transfer with all video endpoints	Yes	Yes	Yes	Yes	Yes

Management Applications

Single Sign On for Management Applications	Yes	Yes	Yes	Yes	Yes
Web based Management Uis	All Management Applications				
Common Management Platform as single point of entry	OpenScape Common Management Platform	Yes	Yes	Yes	Yes Web-based Control Panel
Fault Management	OpenScape Fault Management	Limited	Yes	Yes	Yes Third party
Performance Management	Integrated with OpenScape Fault Management	Yes	Yes	Yes	Yes Third party
Voice Quality Monitoring and Reporting	OpenScape Performance Management	Yes (via 3rd party)	Yes	Yes	Yes with Skype Meeting Broadcast
Rule and Correlation Engine for Traps	OpenScape Fault Management	Yes (via 3rd party)	Yes	Yes	Yes (via 3rd party)
Trap Forwarding to Umbrella Management System (eg. NetCool, HP OpenView)	OpenScape Fault Management Event Gateway	Yes (via 3rd party)	Yes	Yes	Yes (via 3rd party)
System Monitoring of Linux and Windows Servers (Activities, Memory , Harddisk, temperature, etc.)	System Management integrated in OpenScape Fault Management	Yes (via 3rd party)	Yes	Yes	Yes (via 3rd party)
Trouble Ticketing System / Service Workflow Management	Service Work Bench as Option of OpenScape Fault Management	Yes	Yes	Yes	Yes (via 3rd party)
Monitoring of defined SLAs	Service Impact Management OpenScape Fault Management	Yes (via 3rd party)	Yes	Yes	Yes
Action Request Gateway (Interface with AR)	OpenScape Fault Management	Yes (via 3rd party)	Partner, Remedy	Yes	Yes (via 3rd party)
Mobile Monitoring and Staus Dashboard App for IOS	Fault Management Reporter	Yes (via 3rd party)	Yes	Yes	Yes
Graphical Rule Editor	OpenScape Fault Management	Yes (via 3rd party)	Yes	Yes	Yes (via 3rd party)
MIB Editor to integrate any kind of external MIB	OpenScape Fault Management	Yes (via 3rd party)	Yes	Yes	Yes (via 3rd party)
Monitoring of Virtual environments	VM Ware Monitoring OpenScape Fault Management	Yes (via 3rd party)	Avaya Virtual Services Platform	Yes	Yes (via 3rd party)
Monitoring of any kind of Network Device	Network IP Node Monitoring OpenScape Fault Management	Yes (via 3rd party)	Yes	Yes	Yes (via 3rd party)
Accounting Management	OpenScape Accounting Management	Yes	Yes	Yes	Yes
Performance Anylsis based on CDRs	Traffic Management OpenScape Accounting	Yes	Yes	Yes	Yes
Managing of expenses for any kind of Equipment	Asset Management OpenScape Accounting	unknown	?	No, handled by 3rd party vendors	unknown
Deployment of Device Parameters	OpenScape Deployment Service	Yes	Yes	Yes	Yes
Software Managment of Devices	OpenScape Deployment Service	Yes	Yes	Yes	Yes
Device Mobility for flexible Office	DLS Mobile User Deployment Service	Yes	Yes	Yes	Yes
Managing of PKI certificates	OpenScape Deployment Service	Yes	Yes	Yes	Yes
Integration with Certificate Authority	OpenScape Deployment Service	Yes (via 3rd party)	Yes	Yes	Yes
User Management	OpenScape User Management	Yes	Yes	Yes	Yes
User centric Management	OpenScape User Management	Yes	Yes	Yes	Yes
AD based provisioning	OpenScape User Management	Yes	Yes	Yes	Yes
User Templates for standardized mass roll out	OpenScape User Management	Yes	Yes	Yes	Yes
Delivery Vapp (Virtual image with configuration file)	OpenScape User Management	Yes (via 3rd party)	Avaya Appliance Virtualization Platform (VMware-based)	Yes	Yes
Detailed and central administration access rights handling	OpenScape User Management	Yes	Yes	Yes	Yes
Skill based administrator roles	OpenScape User Management	Yes	Yes	Yes	Yes
Customized automated provisioning coupled with HRM or other -> OSILA	OpenScape User Management	unknown	unknown	unknown	unknown
User Self Service -> OSILA	OpenScape User Management	unknown	unknown	unknown	unknown
License usage overview Solution	OpenScape User Management	Yes	Yes	Yes	Yes
Usage based payment	OpenScape User Management	unknown	unknown	Yes	0365/Skype for Business
Redundandancy	OpenScape User Management	Yes	Yes	Yes	Yes
Adaption in Umbrella Management	OpenScape User Management	Yes (via 3rd party)	System Manager	Yes	Yes (via 3rd party)
Self Service Portal	customer specific via OS ILA	unknown	unknown	Yes	unknown
Service-based architecture	Yes OpenSOA Architecture	Limited	Yes	Yes	Yes But many services are NOT open for access via an SDK

Legend and Caveats

Yes = Available feature and/or capability -- solution architecture independent
 No = Unavailable stated/defined feature and/or function
 Limited = based upon scalability or functionality -- not solution architecture
 Future = Stated "future" capability and/or feature
 NA = Not applicable

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