

Fighting Guide: SwyxWare 6.0 vs Avaya IP Office

Product Overview - IP Office

IP Office is a hardware based solution comprising 3 base platforms: Small Office Edition, IP406 and IP412. Expansion modules can be added to the IP406 and IP412 but not to the Small Office Edition.

The Small Office Edition supports up to 28 extensions. IP406 can support up to 190 extensions. IP412 can support up to 360 extensions.

IP Office is positioned as an 'All-In-One' solution supporting telephony and also data components such as basic firewall and routing capabilities. The platform supports a range of phones: analogue, digital, IP hardphones & softphone, wireless and DECT.

IP Office includes a small number of free applications (PC-based phone management and messaging) but the majority of applications are chargeable and need to run on a separate PC.

IP Office Components: hardware, software and telephones



Comparison of Key Solution Features

	IP Office	SwyxWare Advantage/Counter-Point
Solution format		
Hardware/software	<p>IP Office is a chassis based solution with 3 platform options: Small Office Edition, IP406 and IP412.</p> <p>Incremental functionality such as additional phones or WAN capability often requires additional (hardware-based) Expansion Modules.</p> <p>New features are enabled through new software releases but, from time to time, new releases do not support 'old' hardware which then becomes obsolete.</p>	<p>SwyxWare is a software based solution which provides for much greater flexibility and scalability. This approach is validated by a strategic player in the IP PBX market - Cisco.</p> <p>SwyxWare does not require additional expansion units in order to attach more phones or add WAN capabilities so the customer does not incur unnecessary additional maintenance and administration costs.</p> <p>By choosing a solution that is not dependent upon chassis or expansion modules, customers do not need to worry about product obsolescence so their investment in the SwyxWare solution is better protected.</p>
Platform limitations/scalability	<p>Small Office Edition supports up to 28 extensions. (Maximums: 16 IP/ 8 analogue /8 digital.) Small Office Edition cannot be upgraded to an IP406 or IP412.</p> <p>IP406 supports up to 190 IP extensions, Maximum number of extensions = 190 IP, 182 analogue, 188 digital. An IP406 cannot be upgraded to an IP412.</p> <p>IP412 supports up to 360 extensions which Avaya states can be IP, analogue or digital.</p>	<p>With SwyxWare Essential customers do not have to know in advance how many employees their business may grow to before they purchase the solution.</p> <p>Their SwyxWare telephony solution can easily grow with them as they take on more employees, virtually without limit, and they can grow in small increments unlike IP Office where even the smallest customers may have to buy an expansion unit for 8 phones or for 16 digital phones regardless of needing maybe only 1 or 2 additional phones.</p>
Voice & Data functionality	<p>IP Office includes basic firewall and data routing capability as well as support for NAT and DHCP.</p>	<p>Few businesses buy IP Office for its data capabilities but each IP Office customer must pay for this functionality as it is not separated out as an optional extra.</p> <p>For SwyxWare customers who require data routing, firewall and QoS capability, Swyx now offers a branch office gateway with these integrated functions. And, because SwyxWare runs on a Windows platform, the Windows server can also be used to support data features in a far more familiar format and with greater flexibility than IP Office.</p>

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IP Telephony	A maximum of 30 concurrent IP calls can be established at any moment in time.	There is no physical limit to the number of concurrent IP calls that can be made with SwyxWare.
Applications		
System requirements	The majority of IP Office applications (even the ones that are free of charge) need to run on a PC separate from the PBX so even small customers have to make additional investments.	All telephony functions and applications can run on a single server so the small/medium sized customer can take advantage of fewer maintenance and administration costs. (Larger customers may have a policy of running applications on multiple servers for performance.)
Voicemail	IP Office only supports a maximum of 30 voicemail ports with the VoiceMail Pro application which requires a separate PC. Embedded Voicemail is enabled through a memory card slot in the Small Office Edition or IP406 chassis. It is not available for the IP412. Embedded Voicemail offers minimal functionality but does include auto attendant capabilities.	There is no physical limit to the number of voicemail ports that the customer can use. The SwyxVoicemail option is available for the same number of users as are licensed on the SwyxServer and, because of the flexibility of the solution, it is not necessary for a small/medium customer to buy a license for every employee as SwyxWare licenses are only 'consumed' when an employee is actually logged on to SwyxWare so the customer can minimise his costs.
PC-based phone management / call handling	A simple phone management application (Phone Manager Lite) is included free of charge. Both the free option and the chargeable option (Phone Manager Pro) require a separate PC. These applications will only run in conjunction with a hard-phone. The softphone client (Phone Manager PC Softphone) can be used with the PC's soundcard or with a USB headset or handset. This application is chargeable, provides the same level of functionality as Phone Manager Pro but each Phone Manager PC Softphone license also requires a Phone Manager Pro license. A separate application (SoftConsole) is available for receptionists/operators. The SoftConsole application shares some functionality with the Phone Manager applications but provides more details on queued, held and 'parked' calls.	The SwyxIt! client enables easy PC-based phone management and call handling with IP telephones, USB headsets and USB handsets. SwyxIt! is included with the SwyxWare solution and does not require another application to run with USB headsets and handsets so customer costs are minimised in comparison with IP Office. No separate application or hardware is required to support receptionists/operators. A number of 'skins' (graphical user interface for the softphone) specifically designed for operators are included as standard with SwyxIt! that can display up to 123 speed dials and 6 incoming lines. Skin templates can be easily selected and changed by users, giving them full flexibility and choice of the interface they use to manage all their calls.
Management	Configuration of an IP Office solution can be quite complex. Installation & Configuration and Moves, Adds & Changes 'Wizards' are available to make installation and on-going management simpler, but IP Office is still a relatively complex solution to install and manage.	SwyxWare customers can take advantage of the easy to use standard Windows management interface, Microsoft Management Console which requires minimal training and with which existing Windows systems administrators will be very familiar.
Telephones		
Phones supported	Although IP Office supports a wide range of phones (analogue, digital, IP, wireless, cordless), the majority are US phones rather than European phones and therefore don't have the visual appeal of a European phone.	Swyx supports IP hardphones, IP softphones, USB phones and DECT wireless phones as standard. Analogue devices (phones and faxes) are supported through IP analogue board adapters, and digital phones through SwyxGate. The phones provided by Swyx are European and will therefore have greater appeal to the European market.