

Avaya IP Office Platform

Total Cost of Ownership (TCO) vs. Cisco Systems & ShoreTel Unified Communications Platform

Executive Summary

“Right-sizing” an IP telephony solution to match the size of the office environment is important, as any excess hardware, software or system costs are multiplied across offices. This is especially the case for companies that need to deploy solutions to many branch offices. It is important that the value proposition scales with the size of the office.

The Total Cost of Ownership (TCO) of a solution may be calculated in various ways, the most basic includes the cost of acquisition and software/hardware maintenance support of products. A typical product refresh/replacement cycle is five years, so the TCO results presented here include software/hardware maintenance support for a 5-year period.

Avaya Inc. commissioned Tolly to evaluate the list price costs of their current IP Office release in office environments of 250, 800, and 1,350 users - with varying numbers of remote sites users - versus the Cisco Systems’ offering and ShoreTel Unified Communications Platform. Tolly found that Avaya IP Office delivers a TCO lower or comparable to ShoreTel and less than half the cost of the Cisco Systems solution across the range of environments analyzed. See Figure 1.

The Bottom Line

Avaya IP Office Platform delivers:

- 1 Dramatically lower list price cost than Cisco Systems solution across all scenarios evaluated - less than half the cost
- 2 Comparable or lower list price cost than ShoreTel in 250, 800 & 1,350 user scenarios evaluated, with enterprise-grade, feature rich integrated solution
- 3 Seamless scalability from small office up to multi-site 3,000 user environments with no “forklift” upgrades, unlike Cisco Systems Business Edition

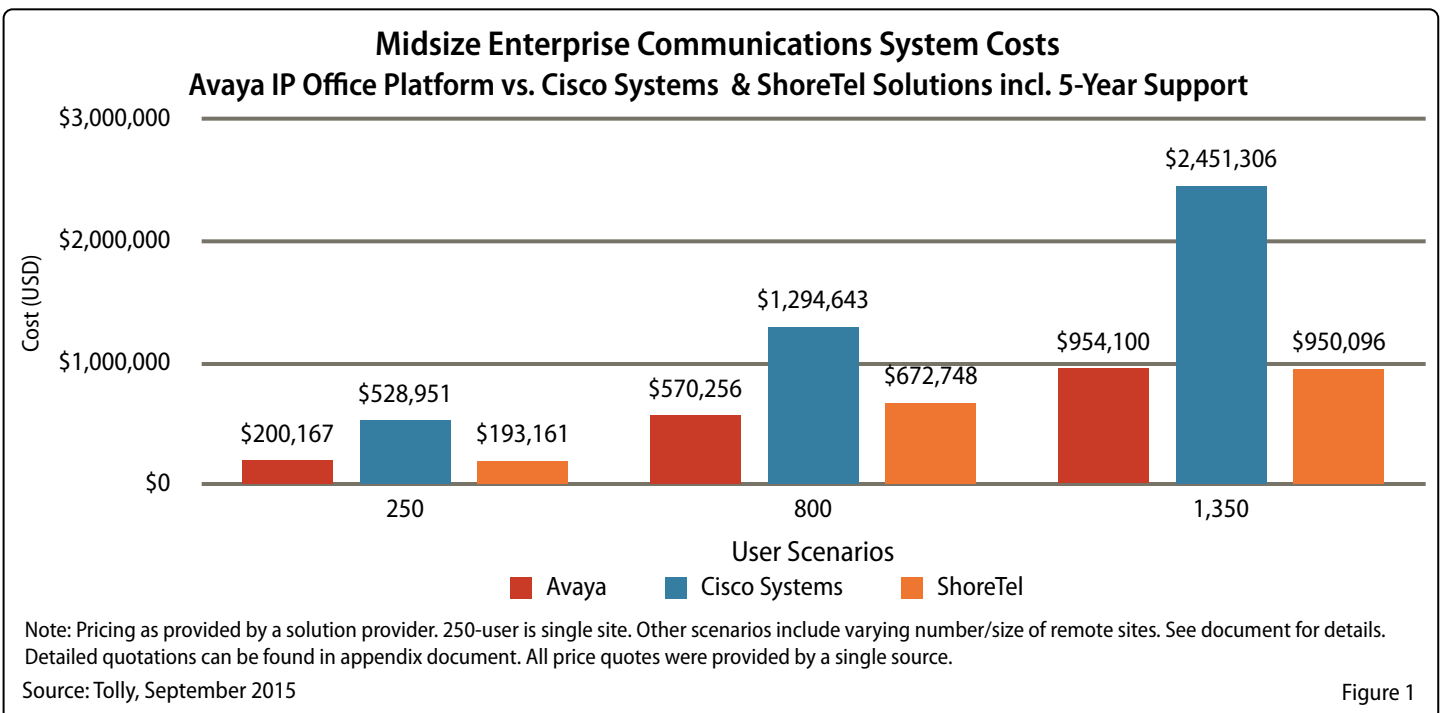


Figure 1



Background

Scenarios & Requirements

Three different deployment scenarios were evaluated. For each, Tolly requested a value-added reseller (VAR) of each solution to provide list cost pricing including a 5-year maintenance contract for each of the scenarios.

The deployment scenarios were as follows: 1) A single-site with 250 users, 2) 800 users with 750 at the main site and 50 users at a single remote site, and 3) 1,350 users with 1,200 at the main site and 50 users each at of three remote sites.

Quotes requested varying numbers of softphones and IP phones, audio conferencing and web conferencing capabilities based on the size of the site. Furthermore, the bids requested Ethernet switches with Power over Ethernet (PoE) capability to power the IP phones. As Avaya and Cisco Systems both offer LAN switches, their respective switches were included. For ShoreTel, Dell switches were specified and Ingate was specified for the SBC. Mixed vendor networking solutions can be more complex and result in higher support costs.

Tolly analysts noted the Cisco proposals recommend a different unified communications platform for each of the scenarios. This implies that users growing

Avaya Inc.

IP Office Platform

Five-Year Total Cost of Ownership (TCO)



Analyzed September 2015

from one scenario into a larger scenario would be required to replace key communications gear in a "forklift" upgrade.

Details of the bid requests are found in Tables 1 & 2. Bid response line items are found in the

Midsize Enterprise Communications System Scenarios: Main Site

Main Site: Item	Scenario 1 - 250 Users	Scenario 2 - 800 Users	Scenario 3 - 1,350 Users
Main Site Users	250	750	1,200
Analog stations	5	15	20
High Availability	No		Yes (Telephony, VMail and Collaboration)
Virtualization	Optional	Yes	Yes
Mailboxes	250	750	1,200
Auto-Attendant	Yes	Yes	Yes
Audio Conferencing (ports)	25	50	100
Web Conferencing (ports)	25	50	100
Softphones	15% (38)	15% (113)	20% (240)
Mobile Clients	15% (38)	15% (113)	20% (240)
IM/Presence	Yes	Yes	Yes
Basic IP Phones	150	450	720
Mid-Range IP Phones	75	225	360
High-End IP Phones	25	75	120
PoE Switches	Yes	Yes	Yes
PRI Trunks	2	0	0
SIP Trunks	0	140	210

Source: Tolly, September 2015

Note: List pricing as provided by a VAR that represents each vendor. Pricing includes 5-year software/hardware maintenance.

Table 1



separate Tolly appendix document #215164-Appendix.

Results

250 Users

In this scenario, the Avaya and ShoreTel solutions cost approximately \$200,000. The Cisco Systems solution is more than 2.5X that price at \$528,951. Again, please see Figure 1 for all cost summary information.

800 Users

In this scenario, the Avaya solution is priced at \$570,256 and ShoreTel solutions cost approximately 18% more than Avaya at \$672,748. The Cisco Systems solution is more than 2X the Avaya price at \$1,294,643.

1,350 Users

In this scenario, the Avaya and ShoreTel solutions cost approximately \$950,000. The Cisco Systems solution is, again, more than 2.5X of that price at \$2,451,306.

Line items for each vendor scenario can be found in Tolly document #215164-Appendix.

Midsize Enterprise Communications System Scenarios: Remote Sites

Remote Sites: Item	Scenario 1 - 250 Users	Scenario 2 - 800 Users	Scenario 3 - 1,350 Users
Number of Remote Sites	None	1	3
Users Per Remote Site	N/A	50	50
Analog stations	N/A	5	5
Auto-Attendant	N/A	Yes	Yes
Softphones	N/A	10% (5)	15% (8)
Mobile Clients	N/A	10% (5)	15% (8)
Basic IP Phones	N/A	30	30
Mid-Range IP Phones	N/A	15	15
High-End IP Phones	N/A	5	5
PoE Switches	N/A	Yes	Yes
PRI Trunks	N/A	1	1

Note: List pricing as provided by a VAR that represents each vendor. Pricing includes 5-year software/hardware maintenance. Phone guidelines - Basic: one line appearance, speaker full duplex and headset support. Mid-range: minimum 8 line appearances, speaker full duplex, headset support, expansion module support, Gigabit connectivity, low PoE consumption preferable, High-end: minimum 5 line appearances, color display, speaker full duplex, headset support, Gigabit connectivity, low PoE consumption preferable

Source: Tolly, September 2015

Table 2



About Tolly

The Tolly Group companies have been delivering world-class IT services for more than 25 years. Tolly is a leading global provider of third-party validation services for vendors of IT products, components and services. You can reach the company by e-mail at sales@tolly.com or by telephone at +1 561.391.5610.

Visit Tolly on the Internet at:
<http://www.tolly.com>

Competitive Interaction

Tolly Group reached out to Cisco Systems and ShoreTel to review deployment scenarios and quotations. Cisco Systems did not respond. ShoreTel was given a copy of the detailed quotation for their solution but did not respond prior to publication.



For more information on the Tolly Fair Testing Charter, visit:
<http://www.tolly.com/FTC.aspx>

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