Solution Comparison:
Avaya Aura vs
Cisco Unified Communications (UC)

Avaya Advantage

Performance → Value → Investment Protection

Factors	Avaya Aura	Cisco UC
Scalability & Performance	• 50,000 SIP endpoints with Session Manager (SM) and 25,000 locations • Avaya Aura Communication Manager (ACM) scales to 18,000 SIP or H.323 endpoints	• Cisco Unified Communication Manager (CUCM) supports only 7,500 IP lines per MCS 7845 server (2,500 IP lines per MCS 7835) . 30,000 devices per cluster of <u>eight</u> servers. • Up to 2,000 sites can be networked • Scale requires many servers - Server farm approach increases TCO and complexity • Cisco Does not support digital lines. This decreases the flexibility for higher concentrations of non-IP lines
Value	• Avaya costs 36% less than Cisco over three years - including Capital plus Operational costs (Nemertes 2009, IP Telephony Costs)	• 1.5x more costly to own and operate versus Avaya (Capital and Operational Expenses) ([Nemertes 2009](#), IP Telephony Costs)
Investment Protection	• Supports existing TDM, analog and IP phones thereby delivering a simple cost effective migration path from DEFINITY to ACM • Over a hundred years history of helping customers navigate major industry technology transitions. We have always invested heavily in ensuring that the old works with the new	• Require expensive upgrades to customers' data networking infrastructures • Cisco requires customers to rip out existing investment as it lacks digital phones support • R5 and above are not supported on Windows – only Linux; creates major incompatibilities, disruption and expense to upgrade to Linux-based servers • Cisco Unified Communications Manager Business Edition requires forklift to new servers and UCM software to move beyond 500 users.
Achilles Heel	• **Cisco IOS proprietary operating system [has five times the number of VoIP vulnerabilities](#) over its nearest competitors; this can cause security issues and time consuming patching**	

Cisco Claim

• Disruptions to Avaya platforms due to the overlap between Avaya and Nortel products

Avaya Counterpoint

• This is just sheer noise. Current systems continue to run, global services support is expanded, products remain available to buy, a clear roadmap has been provided for all products, and new common applications can be incrementally deployed to add value to existing investments.

Factors	Avaya Aura	Cisco UC
Business Continuity	• Full featured resilient branch survivability with Local Survival Processor (LSP) • Enterprise Survivable Servers (ESS) provides protection against network failures • Active/Active Session Managers for high availability • SIP-based survivability with Feature Server • Optional power supply redundancy • Hard drive redundancy with S8500/S8800	• CUCM can be configured in either a primary/secondary/tertiary design or a load sharing design, where each server would have capability to handle failover from non-primary registered devices • Remote SRST does not provide full feature survivability during WAN failure • Not all MCS models support redundant disk drives (7816) or hot-swap power supplies (7816, 7825)
Communication Enabled Applications	• Agile Communication Environment (ACE) provides packaged applications and a developer toolkit with Web services for a range of multi-vendor network communications platforms. Has large developer community who can leverage ACE adapters. ACE integrates with several telephony vendors including Cisco. Integration is broad and deep, with CTI control	• With Unified Application Environment (UAE), the customer is forced to move to an all Cisco infrastructure to benefit from communication enablement of business applications. UAE APIs are compatible only with Cisco UC environments. UAE has limited integration with other comms vendors - mostly via SIP and gateways
Security	• Run on secure Linux-based OS • Avaya Aura™ Session Border Controller (SBC) is based on market leading Acme Packet software; offers superior HA, protocol manipulation, advanced DDOS and overload protection than CUBE; initially on standalone server, in future packaged with other offers; and is supplemented by re-sold Acme Packet Net-Net 3800 & Net-Net 4500	• CUCM R5 and above is supported on secure Linux OS. However, systems with Windows OS are vulnerable to attacks with many Security advisories issued • Cisco Unified Border Element (CUBE) is primarily focused on basic SIP trunk termination and does not support multivendor PBXs; SBC is embedded into Cisco Routers only; lack of depth on many features
Phones	• Supports 2400 and 6400 series digital handsets allowing customers to utilise existing investment • One-X Deskphone Edition 9600 series and Value Edition 1600 IP phones	• CUCM does not support digital phones. Customers must purchase IP phones or use analog devices (and adapters) with basic functionality. • 6900 and 7900 series IP sets and 8900/9900 series executive phones with GE and USB

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Session Manager	• With SM, SIP endpoints connect directly to the core • 50,000 SIP endpoints across 25k locations • System Manager will provide centralized management and configuration of users and applications • Roll out centralized "cloud-based" applications to all users across the enterprise including 3rd party PBXs • 1 second max latency between sites allows deployment of SMs across data centers globally	• CUCM Session Manager is a UCM with trunk interfaces only. Requires normal UCM to register phones • MCS 7845-H2 UCM scales to only 7,500 users • Management occurs only within a UCM cluster • No support for sequenced applications • Follows the same requirement of a UCM cluster of 80ms latency making it unsuitable for global enterprise deployments
Conferencing	• Avaya Meeting Exchange scales to 4,000 parties • Avaya Aura Conferencing (AAC) Standard Edition offers 500 audio or web sessions • Integrates with MSFT Outlook, OCS, LiveMeeting and IBM Lotus Notes, SameTime, Adobe® Connect™, and Avaya one-X® • Higher scalability with Avaya conferencing • Lower cost of deploying and managing centralized applications with Avaya	• MeetingPlace (MP) provides audio, video & web conferencing and is supported with Cisco servers • Scales to 1,500 voice, 1,000 web & 300 video sessions with MCS 7845 • Integrates with MSFT Outlook, OCS, WebEx Connect, IBM Lotus Notes, SameTime, and UC client
Messaging	• Modular Messaging (MM) scales to 40,000 mailboxes; 250,000 networked users; 12,000 users if Domino server is used as the message store is 12k users; Higher scalability with MM • Integrates to Microsoft Exchange/Outlook, IBM Lotus Domino/Notes • Speech recognition with one-X® Speech is included with MM • Fax capability is integrated in MM	• Unity is Scalable to up to 15,000 mailboxes per server (20k with Unity Connection); 250,000 users per network; Maximum users is only 7,500 if a Lotus Domino message store is used • Integrates to Microsoft Exchange/Outlook, IBM Lotus Domino/Notes and Novell GroupWise • Unity includes some speech recognition capabilities (English only). Unity Connection includes full speech recognition • Requires Fax server 9.4, a 3rd party hardware and software - extra cost and complexity