Unified Communication Comparison Guide

Unified Communications (UC) is a useful solution for busy people to collaborate more effectively both within and outside their organizations. This guide has been updated for 2016 and provides a side-by-side comparison of the top 10 Unified Communications platforms based on the most common features and functions.

Comparison Grids

Vendor: Product Solution	Business UC Criteria		
	Focus	Price	Cloud or On-Premises
Microsoft Lync	SOHO, SMB, Enterprise	$	Cloud, hybrid, on-premises
Cisco Jabber	SMB, Enterprise	$	Cloud, on-premises
Mitel MiCollab	SMB, Enterprise	?	Cloud, on-premises
Alcatel Lucent OpenTouch	SOHO, SMB	?	On-premises
Avaya Aura	SOHO, SMB, Enterprise	?	On-premises
Huawei Unified Communications	SOHO, SMB, Enterprise	?	On-premises
NEC Univerge 3C	SOHO, SMB, Enterprise	$$	On-premises
IBM Sametime	SMB, Enterprise	$	On-premises
Interactive Intelligence PureCloud Unified Communications	SOHO, SMB, Enterprise	$$$$$	Cloud, on-premises
ShoreTel Sky Communictor	SOHO, SMB, Enterprise	?	Cloud, on-premises
Intercall Conferencing and Communication Tools	SOHO, SMB, Enterprise	$	Cloud, on-premises

Comparison Grids

Vendor: Product Solution	Business UC Criteria (continued)				
	IM Presence	eDiscovery	Multi-party	Directory Integration	Mobile Support
Microsoft Lync	✓	✓	✓	✓	✓
Cisco Jabber	✓		✓	✓	✓
Mitel MiCollab	✓	✓	✓	✓	✓
Alcatel Lucent OpenTouch	✓		✓	✓	✓
Avaya Aura	✓		✓	✓	✓
Huawei Unified Communications	✓		✓	✓	✓
NEC Univerge 3C	✓		✓	✓	✓
IBM Sametime	✓	✓	✓	✓	✓
Interactive Intelligence PureCloud Unified Communications	✓	✓	✓	✓	✓
ShoreTel Sky Communictor	✓		✓	✓	✓
Intercall Conferencing and Communication Tools	✓	✓	✓	✓	✓

Comparison Grids

Vendor: Product Solution	Business UC Criteria (continued)				
	Contact Groups	Integrated Audio / Web Conferencing	Disaster Recovery	Extension Dialing Over All Locations	Unified Fax
Microsoft Lync	✓	✓	✓	✓	✓
Cisco Jabber	✓	✓	✓	✓	
Mitel MiCollab	✓	✓	✓	✓	✓
Alcatel Lucent OpenTouch	✓	✓	✓	✓	✓
Avaya Aura	✓	✓	✓	✓	✓
Huawei Unified Communications	✓	✓	✓	✓	✓
NEC Univerge 3C	✓	✓	✓	✓	✓
IBM Sametime	✓	✓	✓	✓	
Interactive Intelligence PureCloud Unified Communications		✓	✓		✓
ShoreTel Sky Communictor	✓	✓	✓	✓	✓
Intercall Conferencing and Communication Tools	✓	✓	✓		✓

Features	Definitions
IM Presence	IM is instant messaging which allows you to have a live chat with another person or group. Presence is knowing the availability of other users.
eDiscovery	This is discovery in civil litigation or investigations that deal with the exchange of information in electronic format.
Multi-party	Allows you to bring multiple parties together to join in meetings from any location on nearly any device supported by the vendor.
Directory Integration	This involves integrating a web conferencing software suite with an already existing directory service. This involves the ability to connect and authenticate applications to an existing identity infrastructure.
Mobile Support	Supports mobility such as smartphone support.
Contact Groups	Enables you to create and store individuals as a contact group.
Cloud	Refers to recently adopted computing that involves deploying groups of remote servers and software in a network that allow centeralization of data storage and access to services or resources on the Internet.
On-premises	This refers to having physical UC equipment located in the organization's physical building vs. having a cloud based UC.
Integrated Audio / Web Conferencing	This feature makes web meetings, webinars, audio conferencing, online training, and multi point video conferencing easy and productive.
Disaster Recovery	Calls can be routed to other locations to ensure no call is missed and data can still be accessed so that there is little to no loss of productivity.
Extension Dialing Over All Locations	This allows users to link phone extensions to various sites. This is useful for international companies to move their US based extensions to an international location to avoid paying international rates. This feature is only useful in areas where this is authorized.
Unified Fax	Unified Fax is included as a piece of integrated electronic messaging and media communications. Unified fax is available from a multitude of mobile devices. I.E. you can use it to get faxes to your laptop, tablet, or other mobile device connected to the Internet.

$ - $1 - $10/user
$$ - $11 - $20/user
$$$ - $21 - $30/user
$$$$ - $31 - $39/user
$$$$$ - $40 +/user
? - Must contact for price