

CATEGORY REPORT

Unified Communications

Alcatel-Lucent Enterprise Unified Communications

AT&T Unified Communications
Avaya Unified Communications and Collaboration

Cisco Unified Communications
NEC Unified Communications

Unify Unified Communications
Vonage Business

199
Reviews

7
Vendors Evaluated

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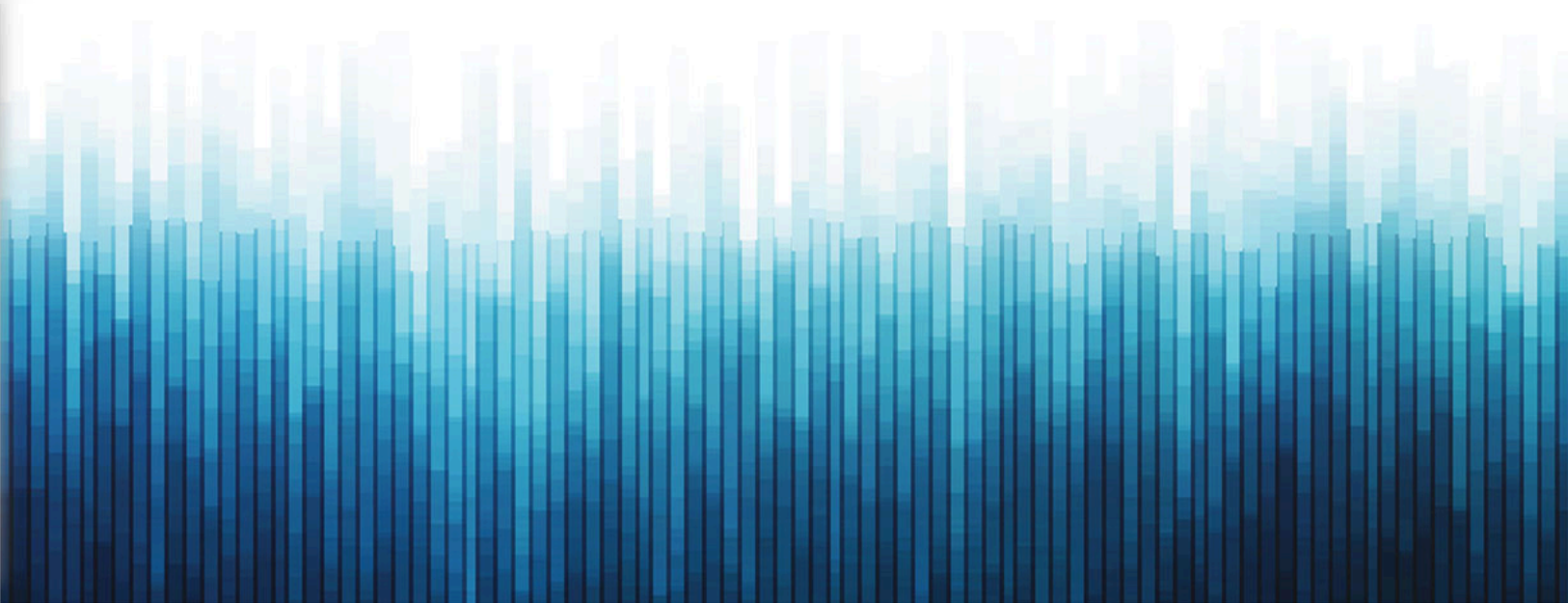
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How to Use the Report

Info-Tech’s Category Reports provide a comprehensive evaluation of popular products in the Unified Communications market. This buyer’s guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech’s Product Scorecard.



Software Directory

UNIFIED COMMUNICATIONS SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Unified Communications Software

 **8x8 Cloud Contact Center**

 **Alcatel-Lucent Enterprise Unified Communications**

 **Amazon Chime**

 **AstraQom VoIP SIP**

 **AT&T Unified Communications**

 **Avaya Unified Communications and Collaboration**

 **AVST Unified Communications**

 **Bitrix24 Unified Communications**

 **CenturyLink Unified Communications and Collaboration**

 **Cisco Unified Communications**

 **Communications Cloud**

 **CommuniGate Pro**

 **Continuant Unified Communications**

 **Dialexia Unified Communications**

 **Dialpad**

 **eZuce Uniteme**

 **Fuze Global Unified Platform**

 **HP Unified Communications**

 **Huawei Unifed Communications**

 **IBM Notes and Domino**

 **IBM Sametime**

 **Interactive Intelligence PureCloud**

 **Interoute Communications**

 **MDS Gateways Unified Communications**

 **MicrosoftManaged API 4.0**

 **Mitel Unified Communications**

 **Multi-Tech FaxFinder® & VOIP**

 **Nectar Group Unified Communications Platform**

 **NEC Unified Communications**

 **Oracle Unified Communications**

 **Orange Business Services Unified Communications**

 **PanTerra Clouduc**

 **PureCloud Communicate**

 **Reviation Systems LinkLive**

 **RingCentral Unified Communications**

 **Star2Star Unified Communications**

Software Directory

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Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

Unified Communications Software

 **Tata Unified Communications and Collaboration**

 **The Actiance Platform**

 **TrueConf Unified Communications**

 **UC - One**

 **Unify Unified Communications**

 **Vodafone One Enterprise**

 **Vonage Business**

 **Webley CommuniKate**

 **Wildix Unified Communications**

 **XO Unified Communications**



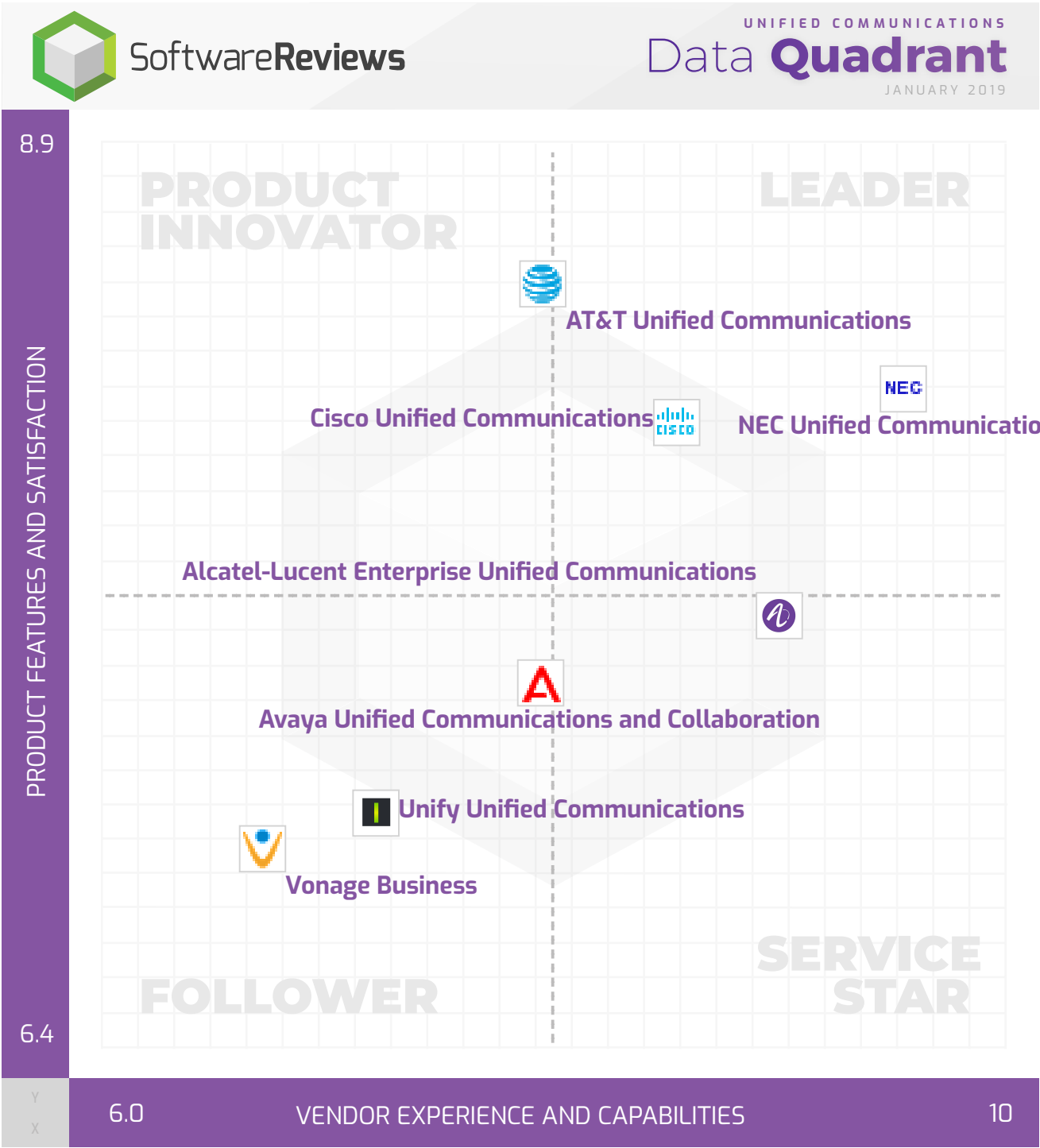
SOFTWARE REVIEWS

Data Quadrant



INFO~TECH
RESEARCH GROUP
SoftwareReviews

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



UNIFIED COMMUNICATIONS

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities


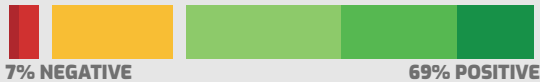
The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).



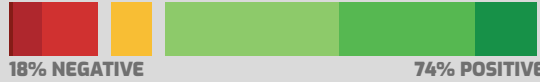


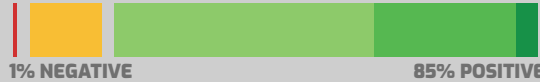



Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

Category Overview

This page provides a high level summary of product performance within the Unified Communications category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	 NEC Unified Communications	8.2/10	+77 	 4% NEGATIVE 81% POSITIVE	73%	73%	82%	23
	 Cisco Unified Communications	7.7/10	+70 	 7% NEGATIVE 77% POSITIVE	70%	75%	79%	43
	 Alcatel-Lucent Enterprise UC	7.7/10	+75 	 2% NEGATIVE 77% POSITIVE	70%	69%	76%	16
	 AT&T Unified Communications	7.6/10	+64 	 9% NEGATIVE 73% POSITIVE	74%	73%	87%	18
5	 Avaya Unified Communications	7.2/10	+65 	 9% NEGATIVE 74% POSITIVE	67%	72%	69%	30
6	 Unify Unified Communications	6.7/10	+62 	 7% NEGATIVE 69% POSITIVE	69%	69%	66%	19
7	 Vonage Business	6.4/10	+55 	 15% NEGATIVE 70% POSITIVE	68%	75%	58%	12
AVERAGE SCORES		7.4/10	+67 	 8% NEGATIVE 74% POSITIVE	70%	72%	74%	23

VENDORS WITH INSUFFICIENT DATA								
--	 IBM Notes and Domino	--	+56 	 18% NEGATIVE 74% POSITIVE	--	--	65%	8
--	 Mitel Unified Communications	--	+84 	 1% NEGATIVE 85% POSITIVE	--	--	75%	6
--	 IBM Sametime	--	+92 	 -- NEGATIVE 92% POSITIVE	--	--	88%	5

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
AT&T Unified Communications	74%	69%	75%	76%	68%	74%	76%	79%	76%	69%	72%	81%
NEC Unified Communications	73%	76%	72%	75%	71%	78%	75%	69%	72%	68%	67%	74%
Alcatel-Lucent Enterprise Unified Communications	70%	69%	70%	72%	75%	72%	67%	77%	70%	63%	70%	70%
Cisco Unified Communications	70%	75%	73%	70%	68%	71%	68%	72%	71%	67%	65%	69%
Unify Unified Communications	69%	63%	67%	74%	70%	68%	64%	68%	68%	74%	72%	70%
Vonage Business	68%	69%	65%	73%	56%	73%	60%	75%	71%	75%	66%	60%
Avaya Unified Communications and Collaboration	67%	67%	62%	72%	64%	68%	64%	70%	67%	69%	67%	66%
CATEGORY AVERAGE	70%	70%	69%	73%	67%	72%	68%	73%	71%	69%	68%	70%

VENDORS WITH INSUFFICIENT DATA												
IBM Notes and Domino	70%	75%	81%	53%	56%	69%	63%	71%	79%	82%	69%	71%
Mitel Unified Communications	75%	75%	79%	75%	65%	83%	79%	79%	67%	67%	70%	79%
IBM Sametime	82%	85%	85%	75%	70%	85%	90%	85%	85%	80%	75%	85%

Vendor Capability Satisfaction

Vendor Capabilities

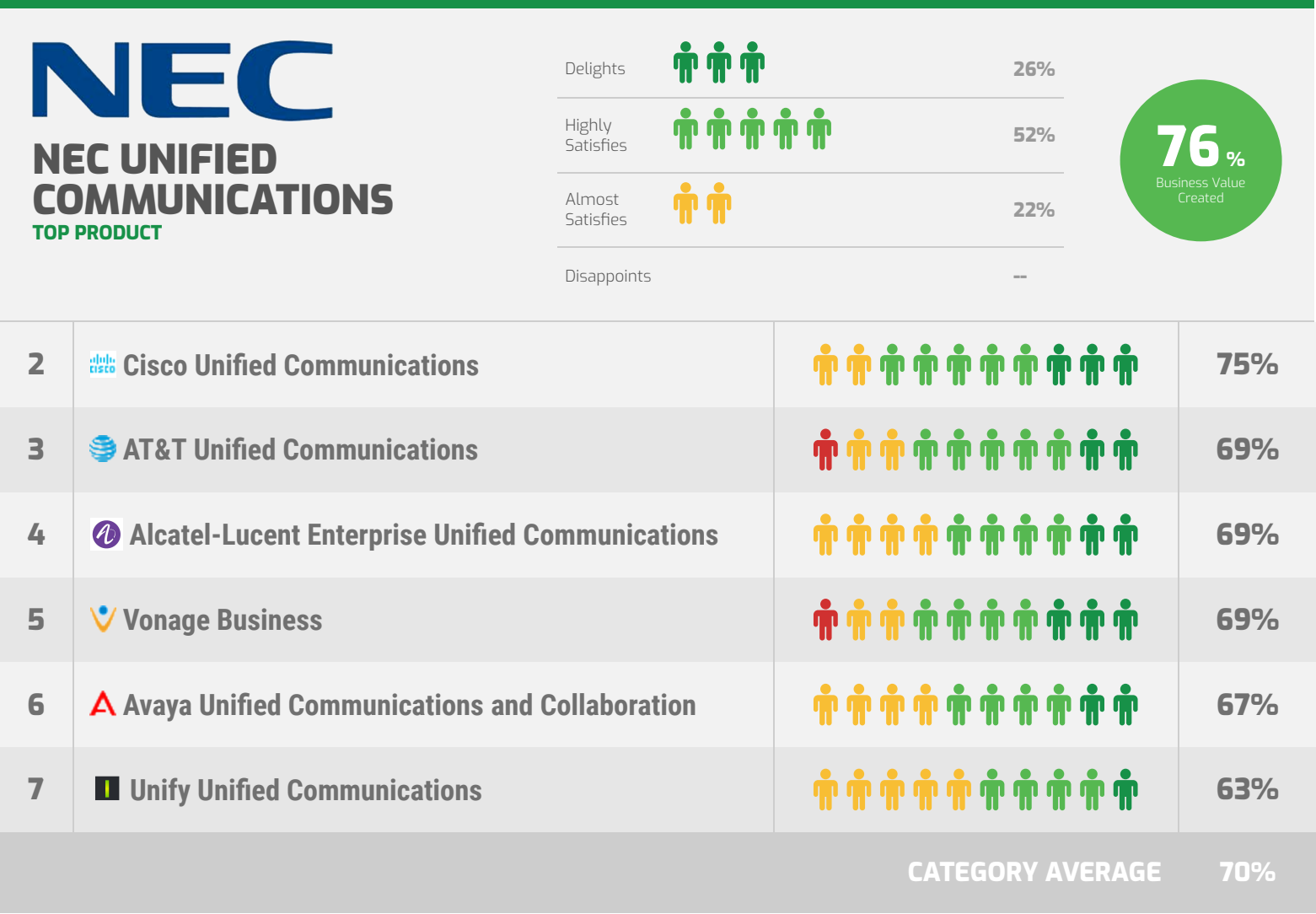
This table lists and briefly describes all vendor capabilities that are evaluated in the Unified Communications software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.




Business Value Created	The ability to bring value to the organization.
Breadth of Features	The ability to perform a wide variety of tasks.
Quality of Features	The ability to perform at or above industry standards.
Product Strategy and Rate of Improvement	The ability to adapt to market change.
Usability and Intuitiveness	The ability to reduce training due to intuitive design.
Vendor Support	The ability to receive timely and sufficient support.
Ease of Data Integration	The ability to seamlessly integrate data.
Ease of IT Administration	Ease of use of the backend user interface.
Ease of Customization	The ability to scale the solution to a business' unique needs.
Availability and Quality of Training	Quality training allows employees to take full advantage of the software.
Ease of Implementation	The ability to implement the solution without unnecessary disruption.

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.



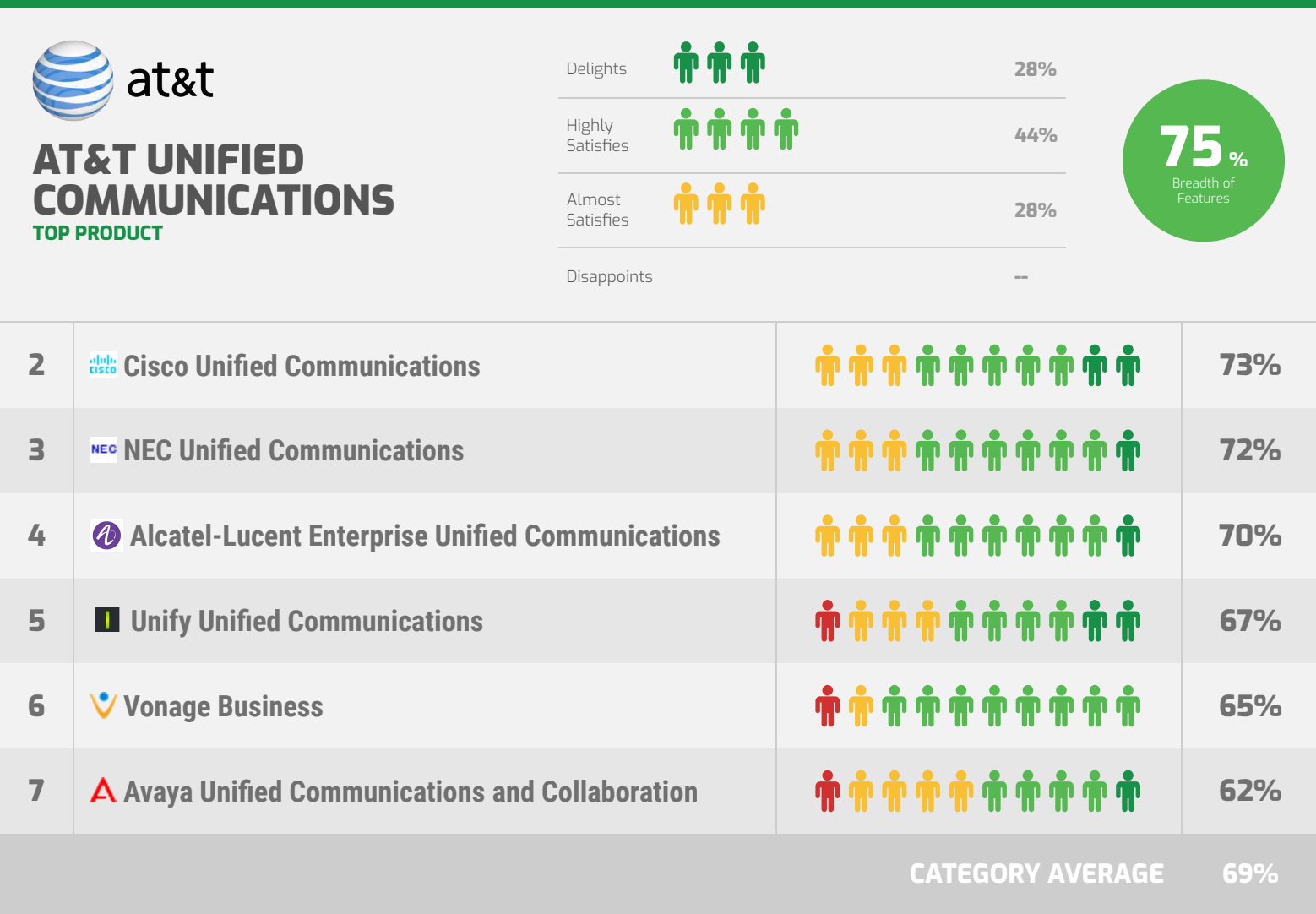
--	 IBM Notes and Domino	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	75%
--	 Mitel Unified Communications	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	75%
--	 IBM Sametime	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	85%


Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

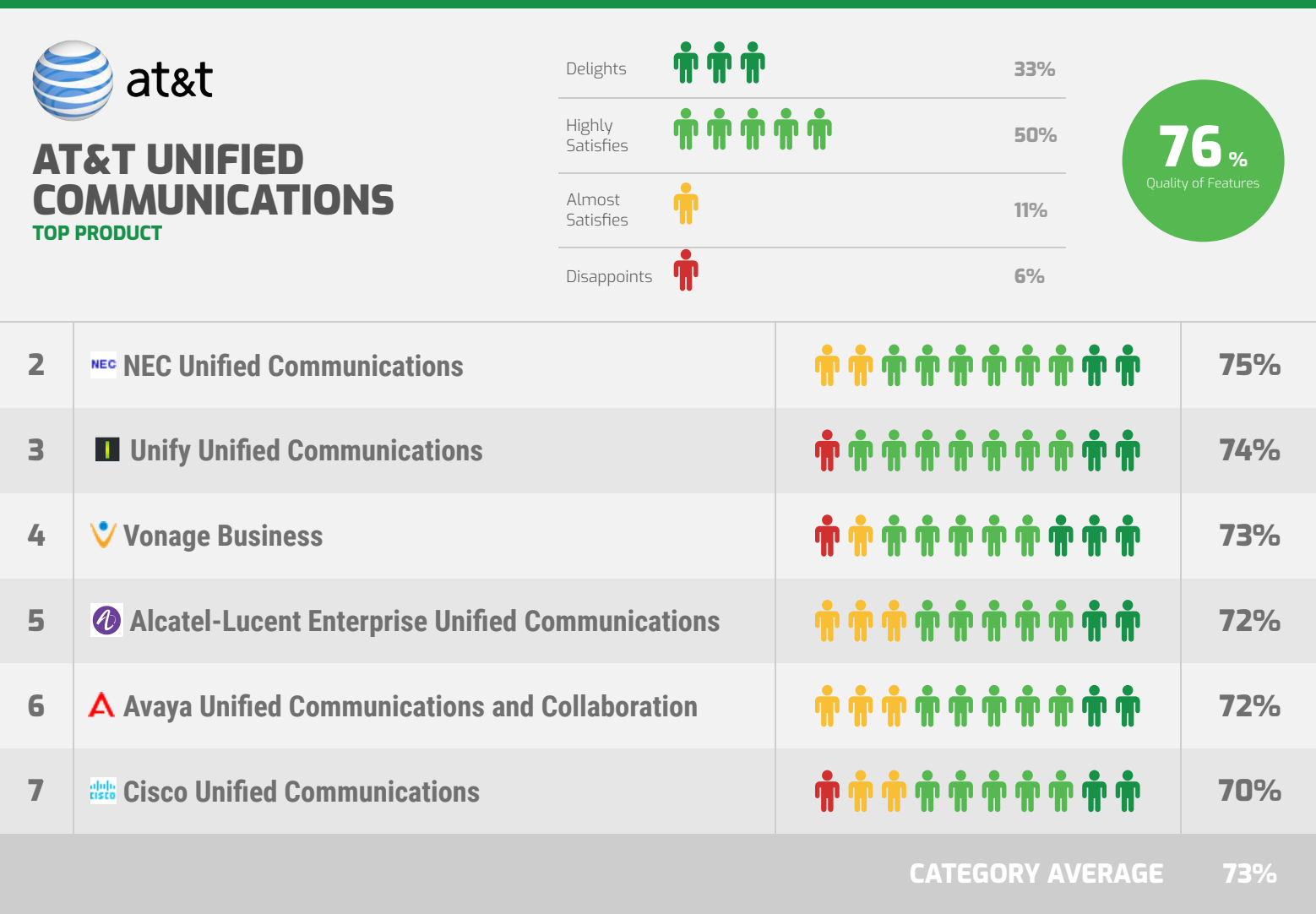
Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.



--	 IBM Notes and Domino		81%
--	 Mitel Unified Communications		79%
--	 IBM Sametime		85%

Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.



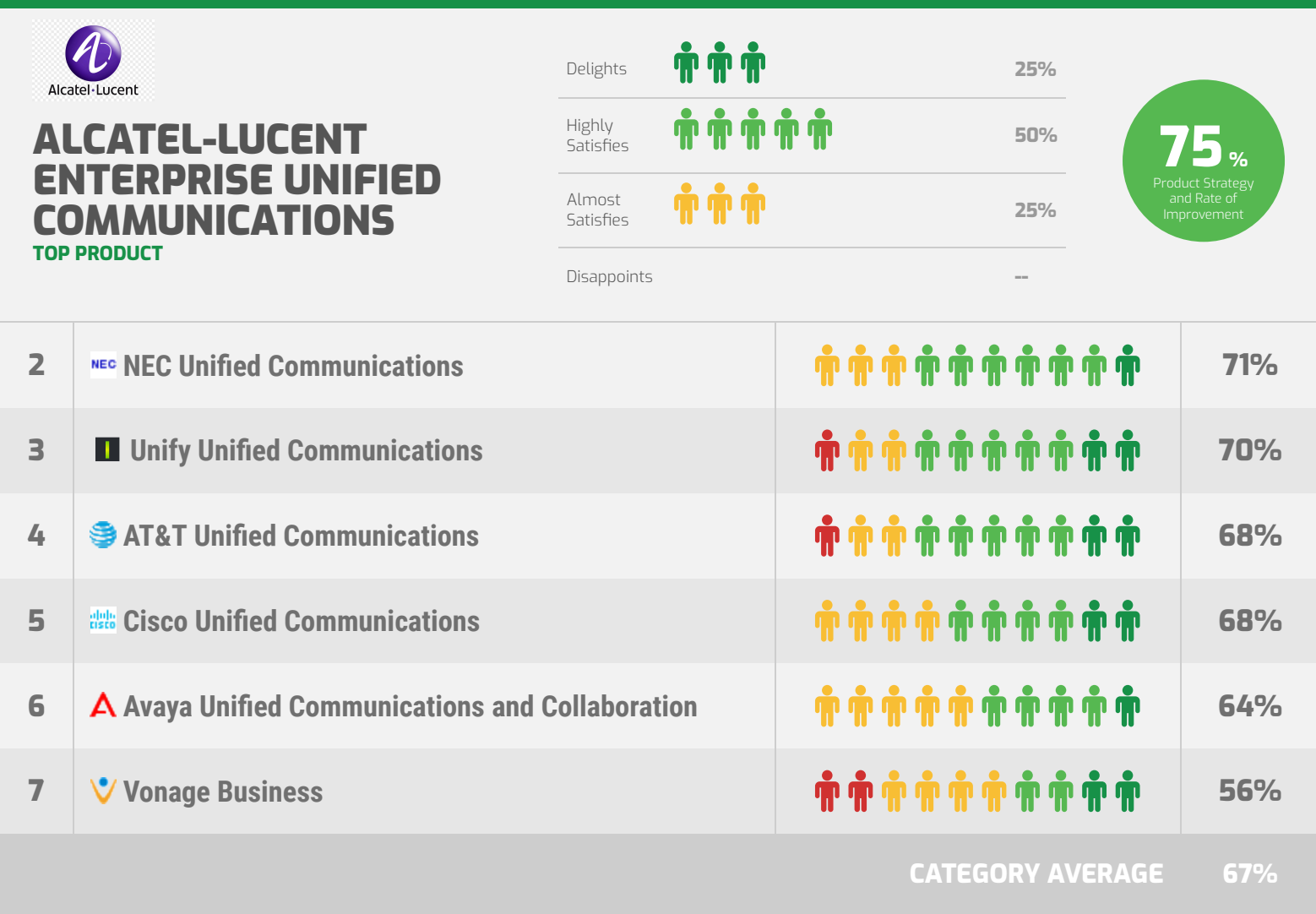
--	 IBM Notes and Domino		53%
--	 Mitel Unified Communications		75%
--	 IBM Sametime		75%







Vendor Capability Satisfaction

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Product Strategy and Rate of Improvement

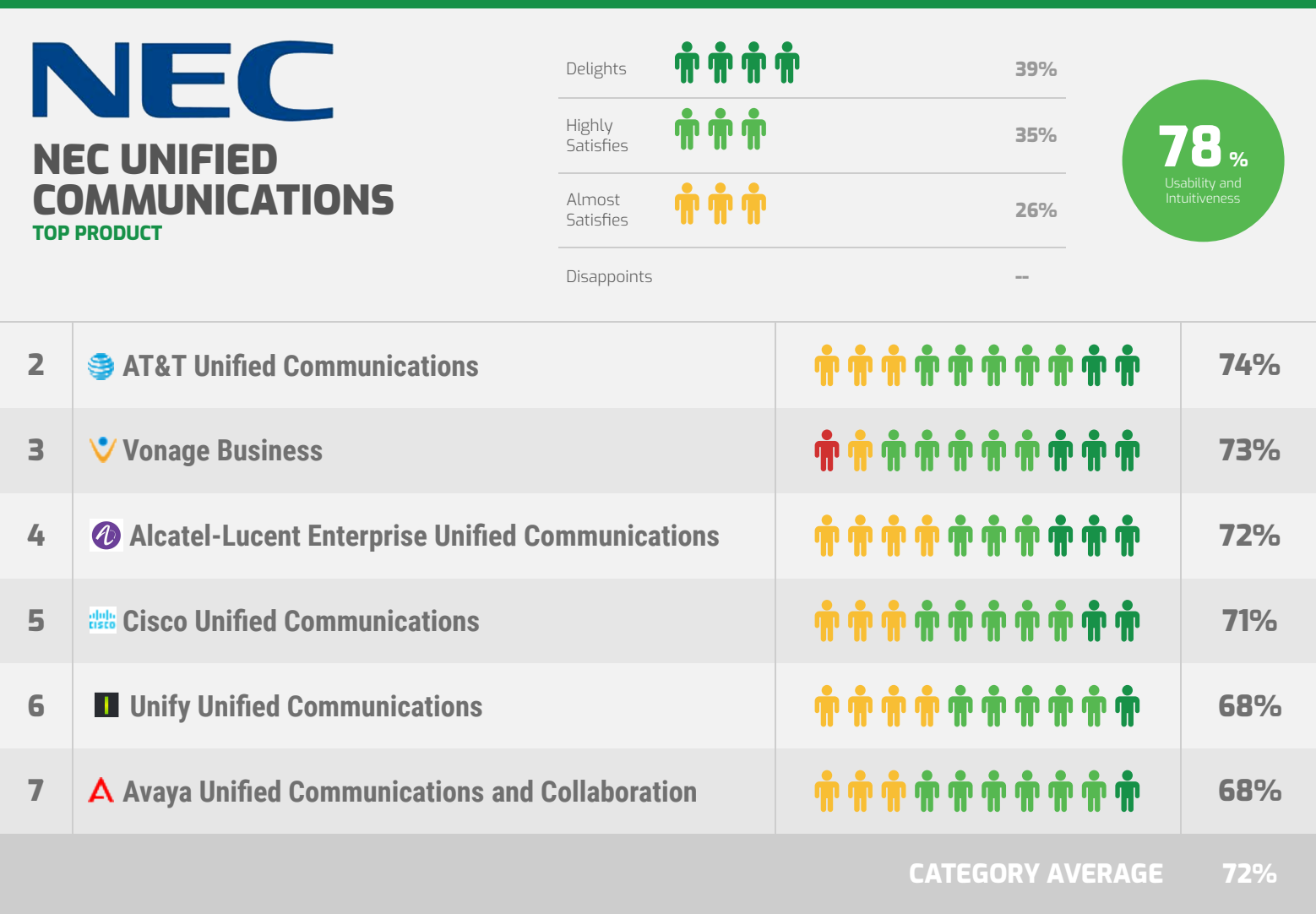
Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.









--	 IBM Notes and Domino		56%
--	 Mitel Unified Communications		65%
--	 IBM Sametime		70%

Usability and Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



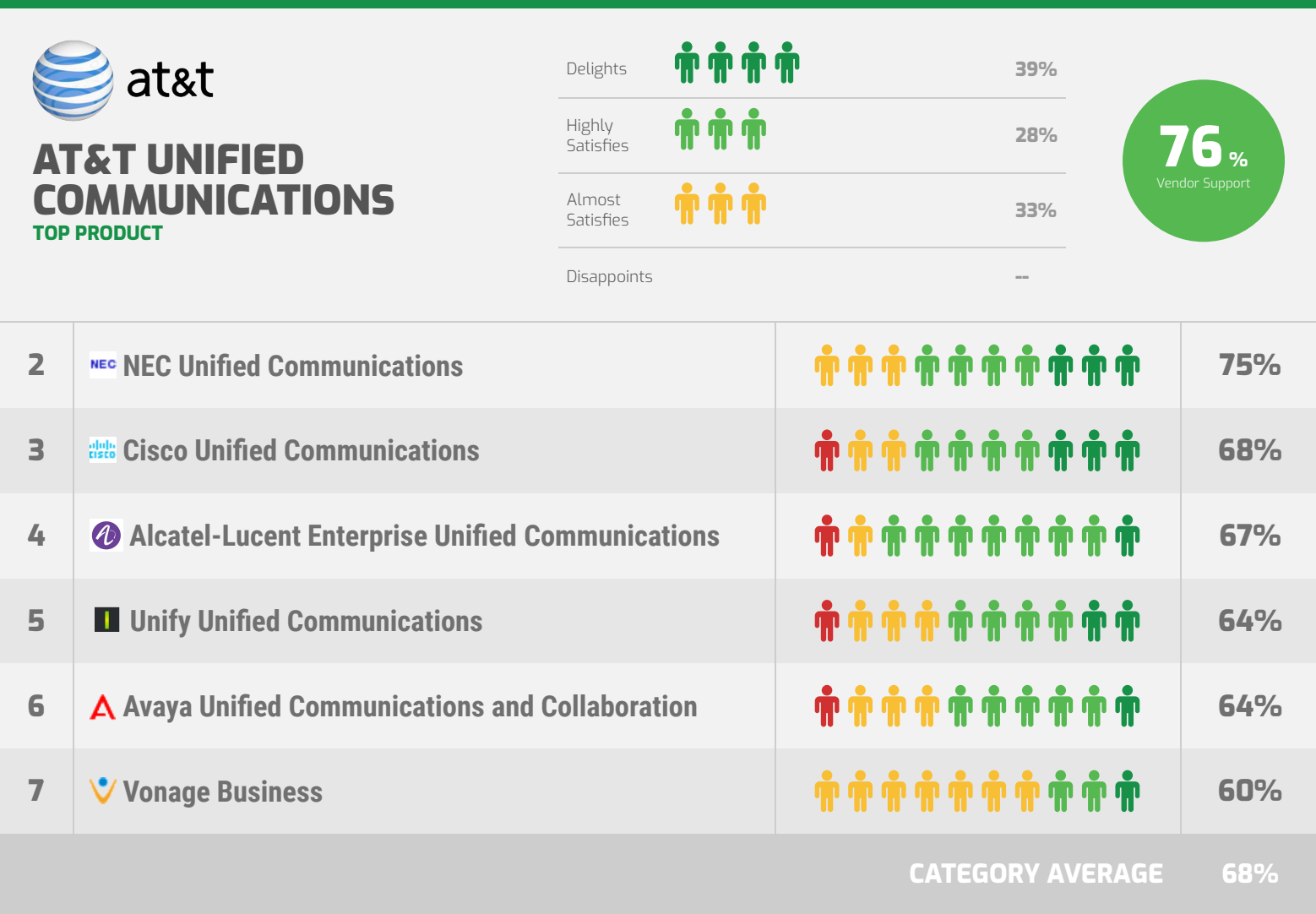
--	 IBM Notes and Domino		69%
--	 Mitel Unified Communications		83%
--	 IBM Sametime		85%


Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

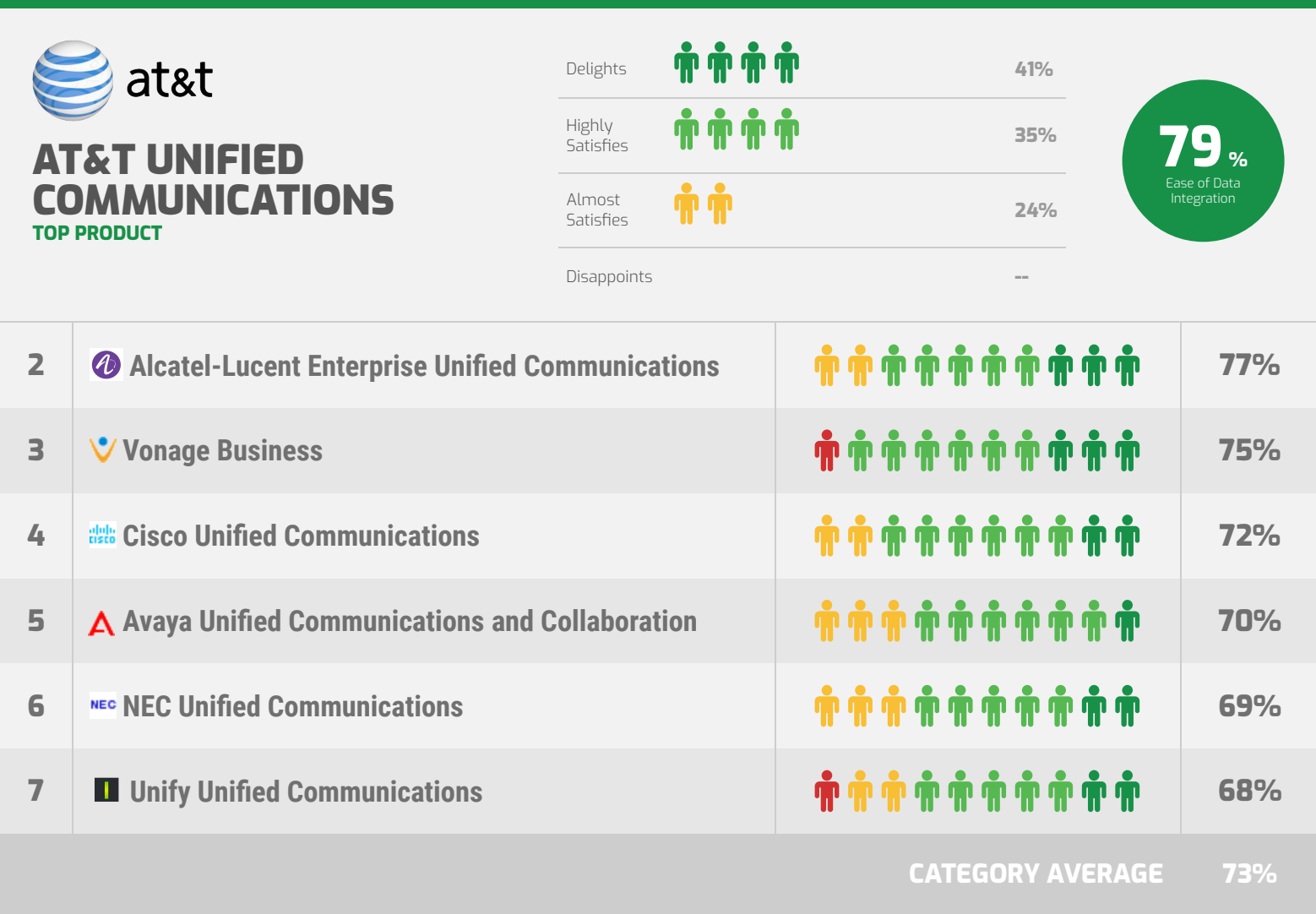
The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.





--	 IBM Notes and Domino		63%
--	 Mitel Unified Communications		79%
--	 IBM Sametime		90%

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.



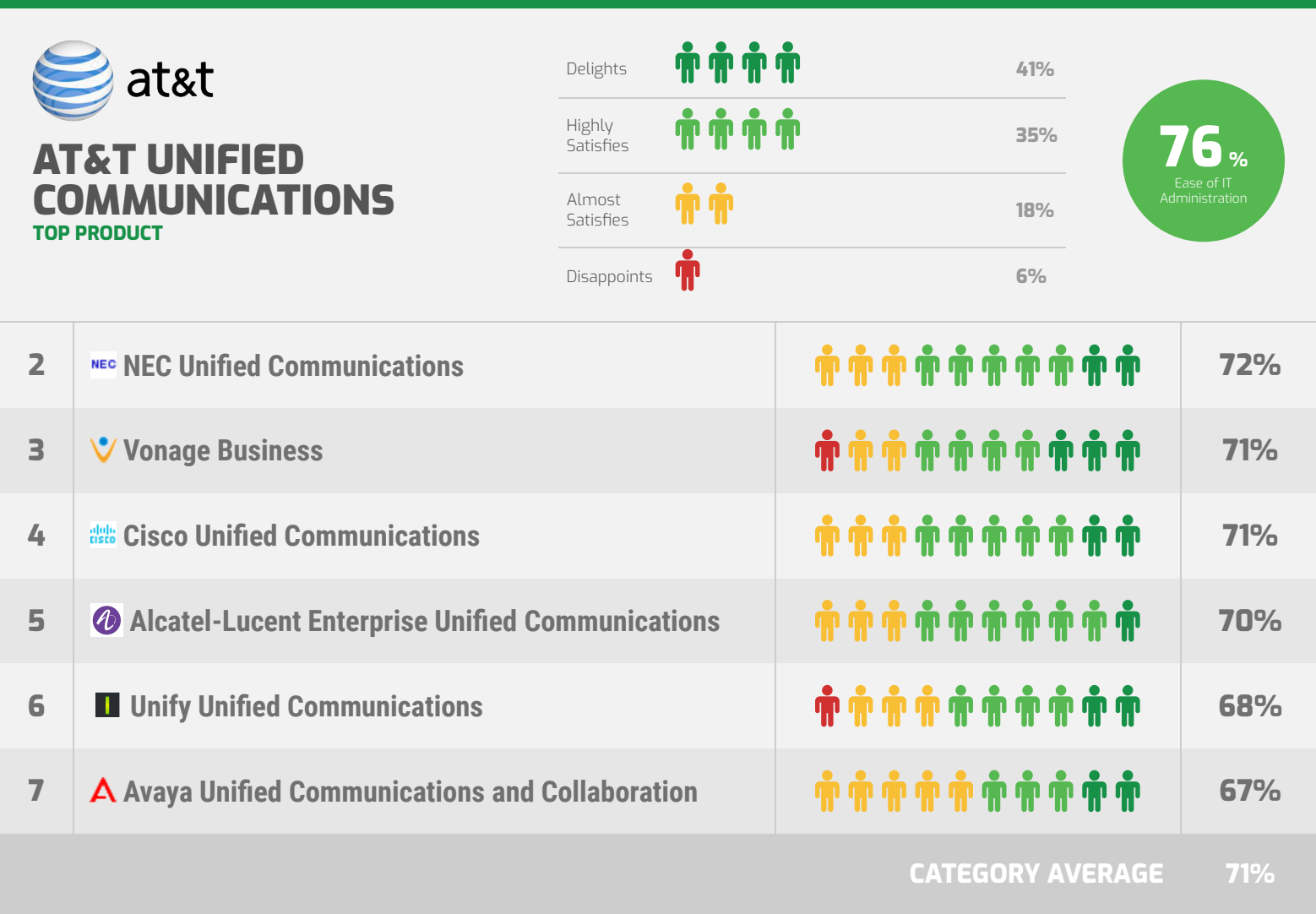
--	 IBM Notes and Domino		71%
--	 Mitel Unified Communications		79%
--	 IBM Sametime		85%

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of IT Administration

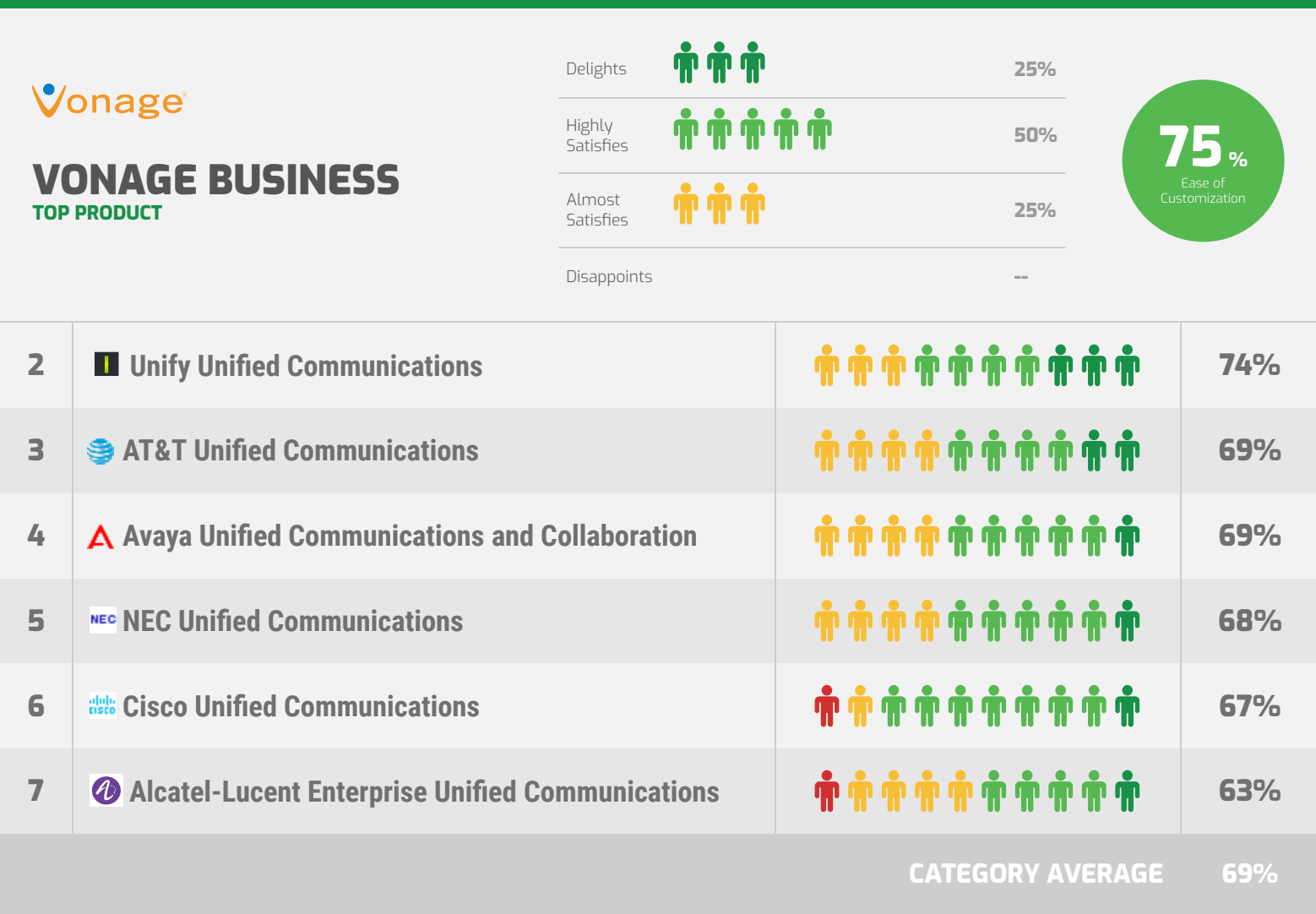
Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.




--	 IBM Notes and Domino		79%
--	 Mitel Unified Communications		67%
--	 IBM Sametime		85%

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.



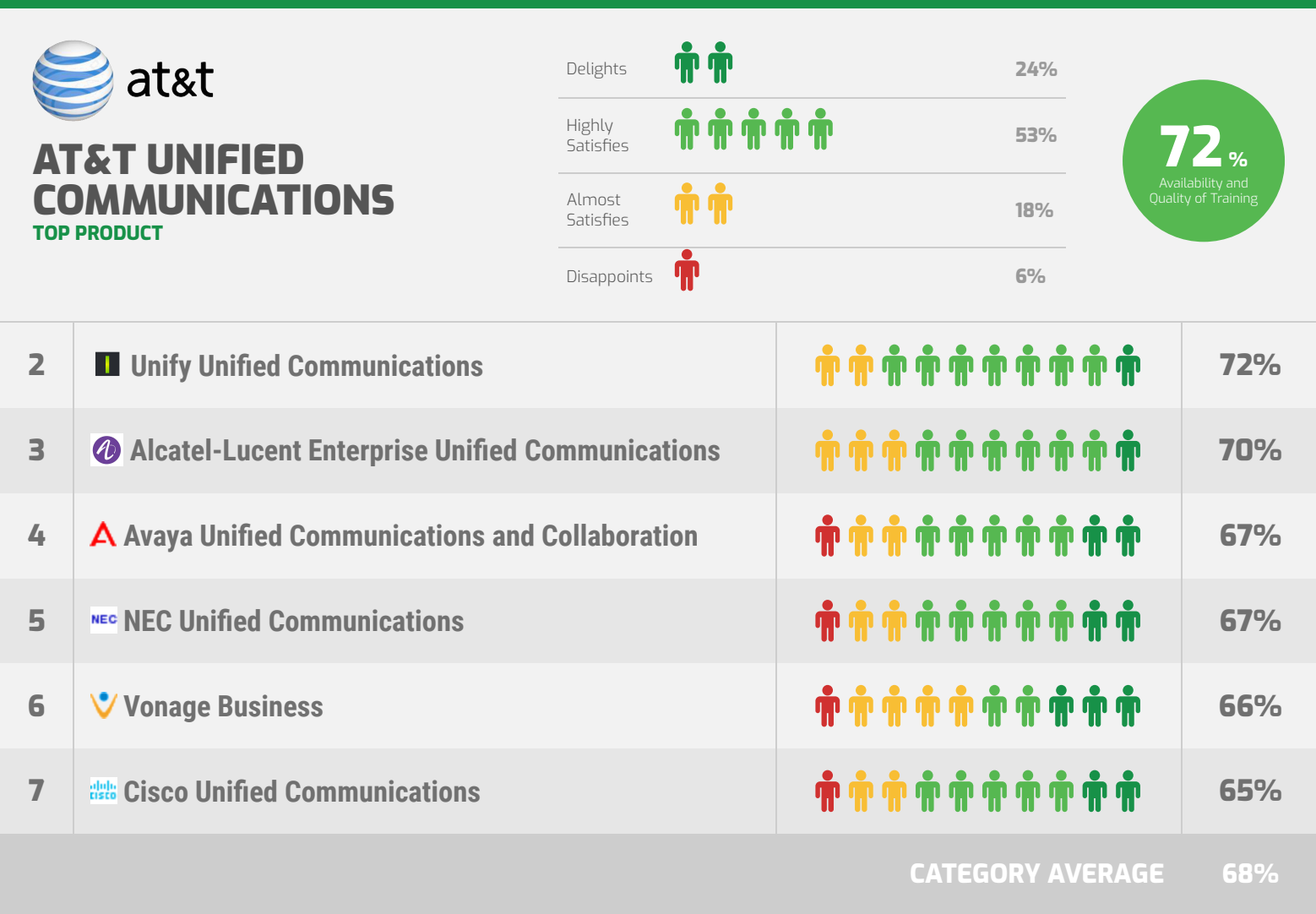
--	 IBM Notes and Domino		82%
--	 Mitel Unified Communications		67%
--	 IBM Sametime		80%

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

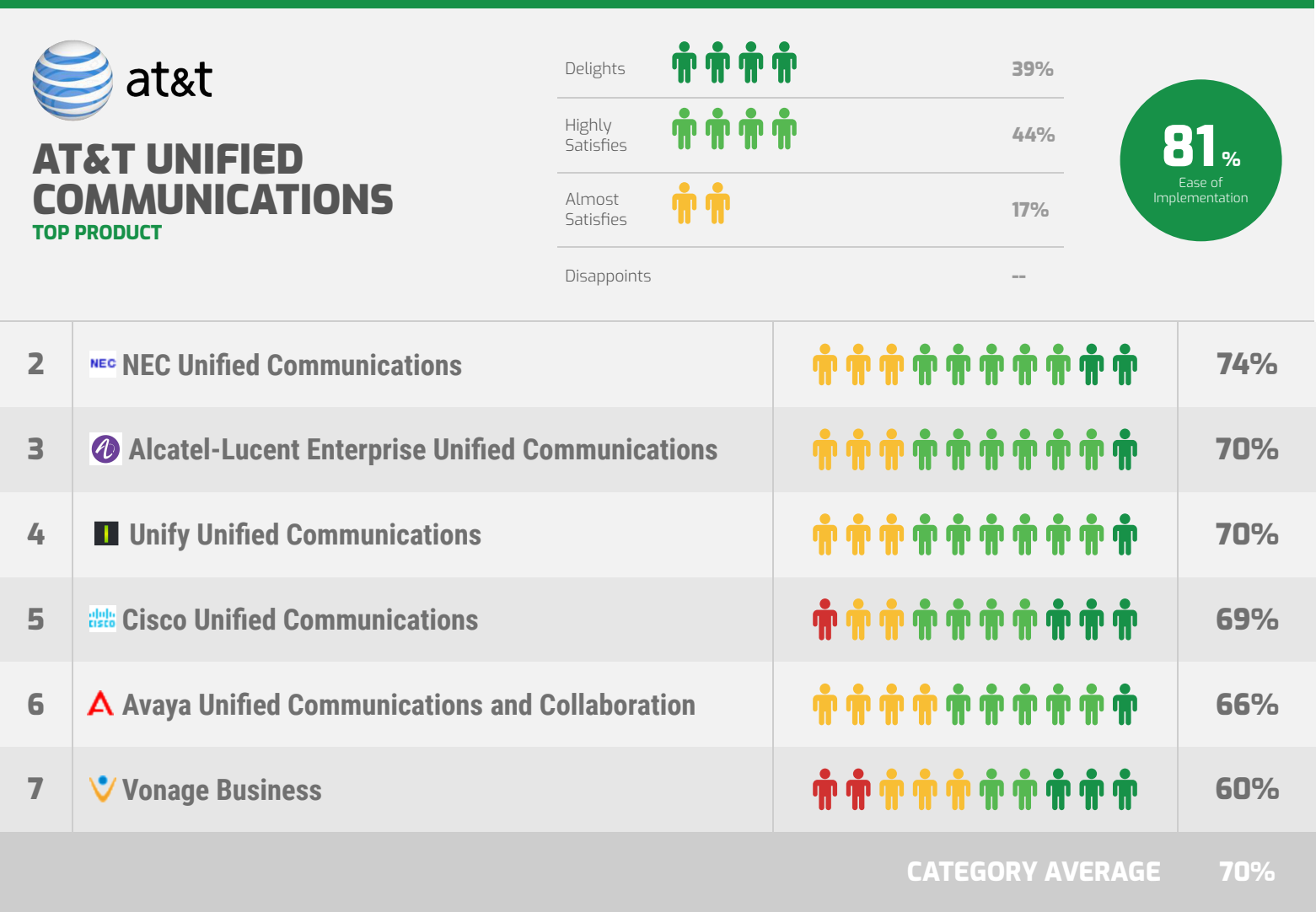
Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



--	 IBM Notes and Domino		69%
--	 Mitel Unified Communications		70%
--	 IBM Sametime		75%

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



--	 IBM Notes and Domino		71%
--	 Mitel Unified Communications		79%
--	 IBM Sametime		85%

Product Feature Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	ANALYTICS REPORTING	CALL MANAGEMENT	CONTACT CENTER SOLUTION	CONTINUOUS UCC	MOBILITY	PRESENCE & IM	SECURE ACCESS	SESSION BORDER CONTROLLER	SPEECH ACCESS AND PERSONAL ASSISTANT	THIRD PARTY INTEGRATION	WEB & DESKTOP CONFERENCING
Vonage Business	75%	70%	79%	86%	70%	75%	68%	68%	80%	70%	70%	84%
Cisco Unified Communications	75%	76%	74%	67%	77%	76%	74%	77%	79%	73%	73%	75%
NEC Unified Communications	73%	70%	76%	65%	71%	77%	68%	83%	71%	76%	73%	76%
AT&T Unified Communications	73%	72%	78%	69%	75%	79%	73%	76%	68%	72%	66%	71%
Avaya Unified Communications and Collaboration	72%	71%	71%	71%	69%	75%	71%	78%	74%	76%	65%	71%
Unify Unified Communications	69%	68%	75%	68%	68%	75%	64%	70%	67%	69%	65%	71%
Alcatel-Lucent Enterprise Unified Communications	69%	70%	67%	75%	63%	77%	66%	73%	65%	66%	58%	75%
CATEGORY AVERAGE	72%	71%	74%	70%	71%	76%	70%	76%	72%	72%	67%	74%

VENDORS WITH INSUFFICIENT DATA												
IBM Notes and Domino	72%	75%	75%	75%	75%	75%	63%	63%	75%	75%	75%	75%
Mitel Unified Communications	76%	63%	75%	79%	67%	88%	75%	79%	75%	75%	75%	79%
IBM Sametime	84%	85%	75%	85%	90%	90%	80%	90%	85%	85%	80%	75%

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

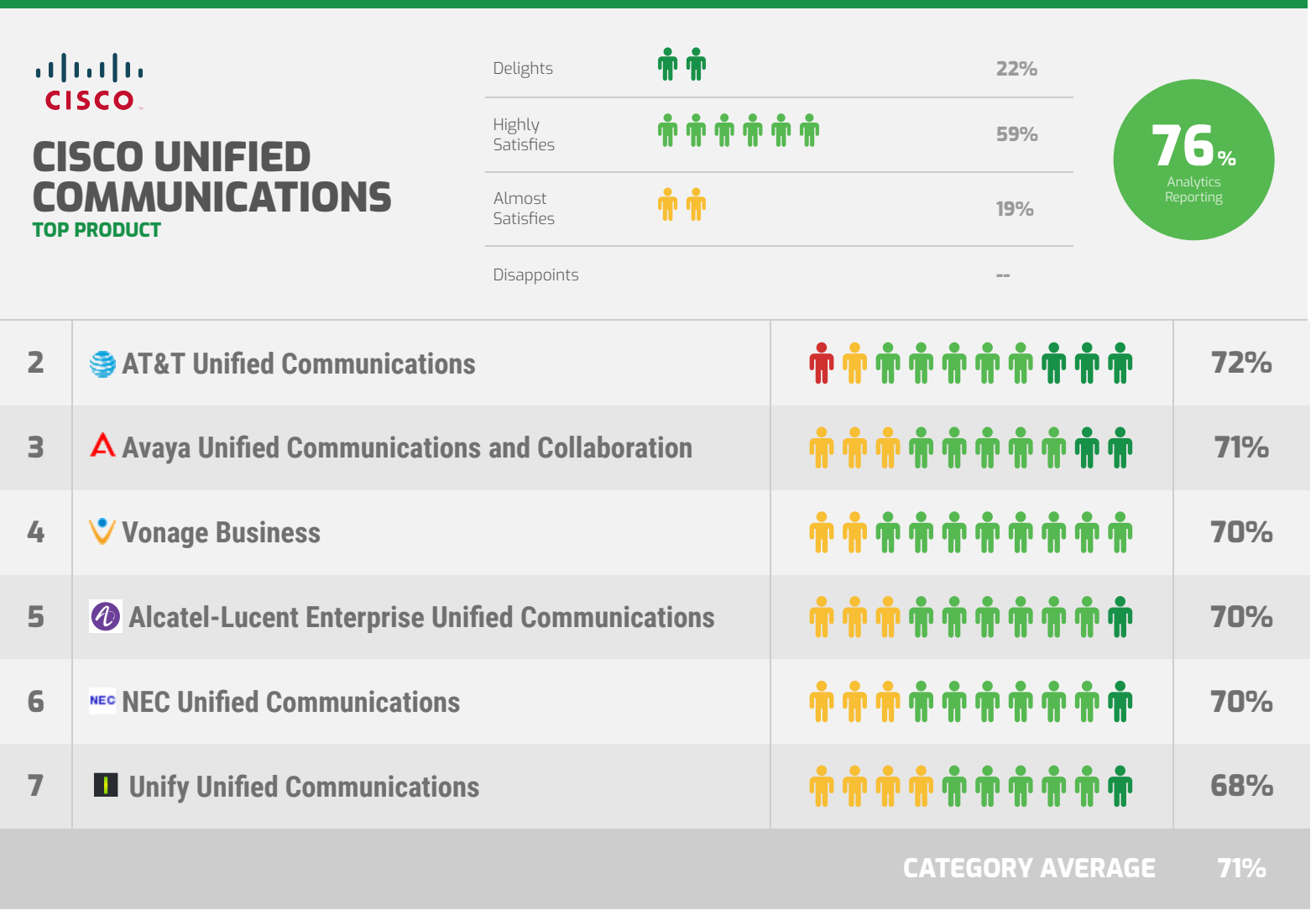
Product Features







This table lists and describes all the features that are evaluated in the Unified Communications software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Analytics Reporting	Monitoring and reporting tool which delivers a complete view of Unified Communications usage and associated costs
Call Management	CRM integration, click-to-dial, call forward/record/log and many more in one place to ensure each agent can access all the information from a single place
Contact Center Solution	Contact center has a distinctive inbound and outbound components, such as inbound (IVR & ACD) and outbound (predictive, auto and campaign dialing)
Continuous UCC	Interface which enables a space for custom grouped/channeled free-form team communication
Mobility	Integrating the mobile users' voice and real-time communications services with core enterprise communications lets them do their jobs regardless of location
Presence & IM	Knowing the availability of users
Secure Access	Establishment of a VPN session to the internal phone system
Session Border Controller	Strategically placed gateways to facilitate traffic flow conversions (such as analog to VOIP gateways, and digital gateways)
Speech access and Personal assistant	Using speech commands, personal assistants (or virtual assistants) allow users to access their inbox, calendar, directory and so on
Third Party Integration	Integration with business processes and workflow applications
Web & Desktop Conferencing	Multi-party screen sharing, and peer-to-peer or multi-party video conferencing from any location

Analytics Reporting

Monitoring and reporting tool which delivers a complete view of Unified Communications usage and associated costs



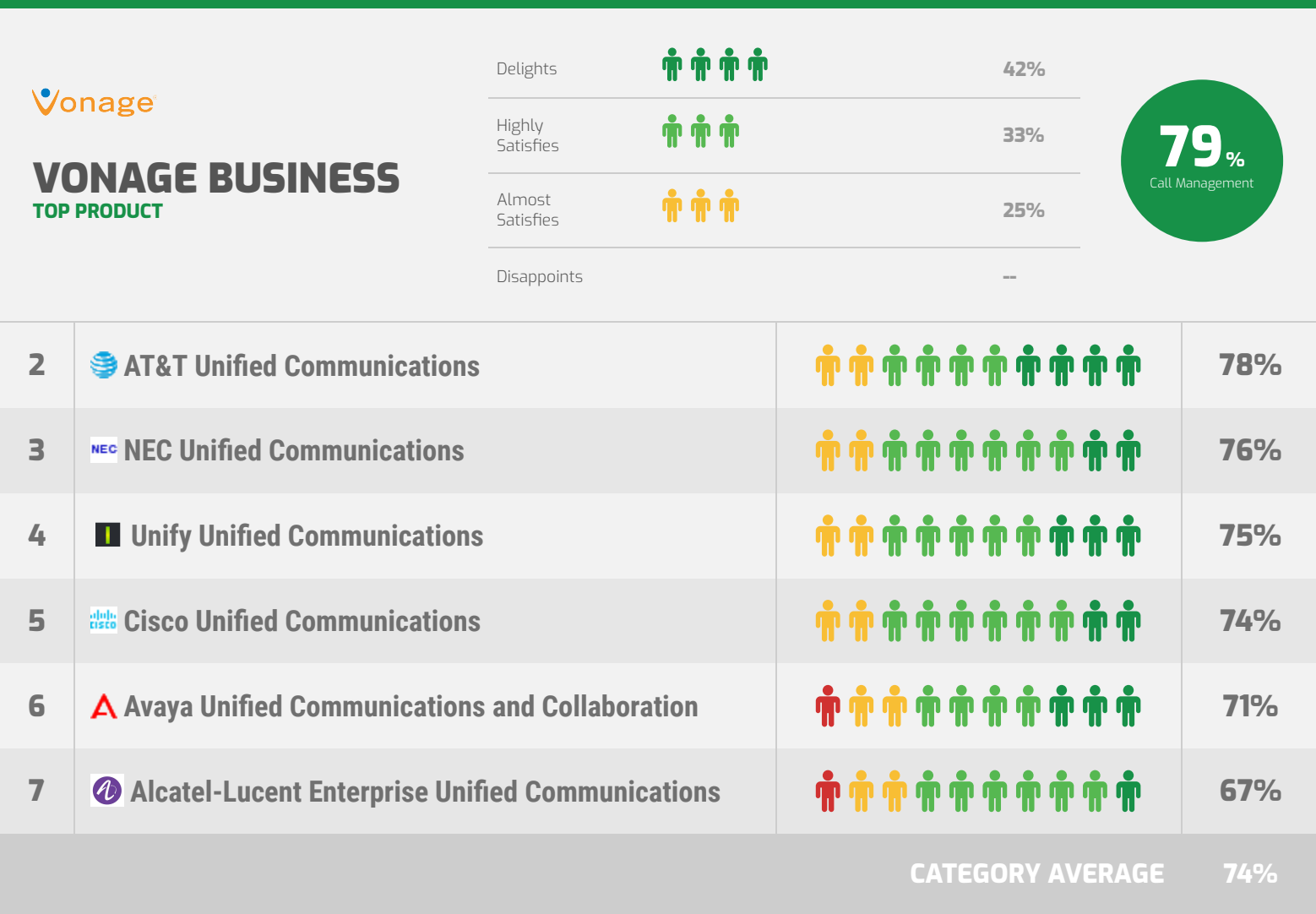
--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		63%
--	 IBM Sametime		85%

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Call Management

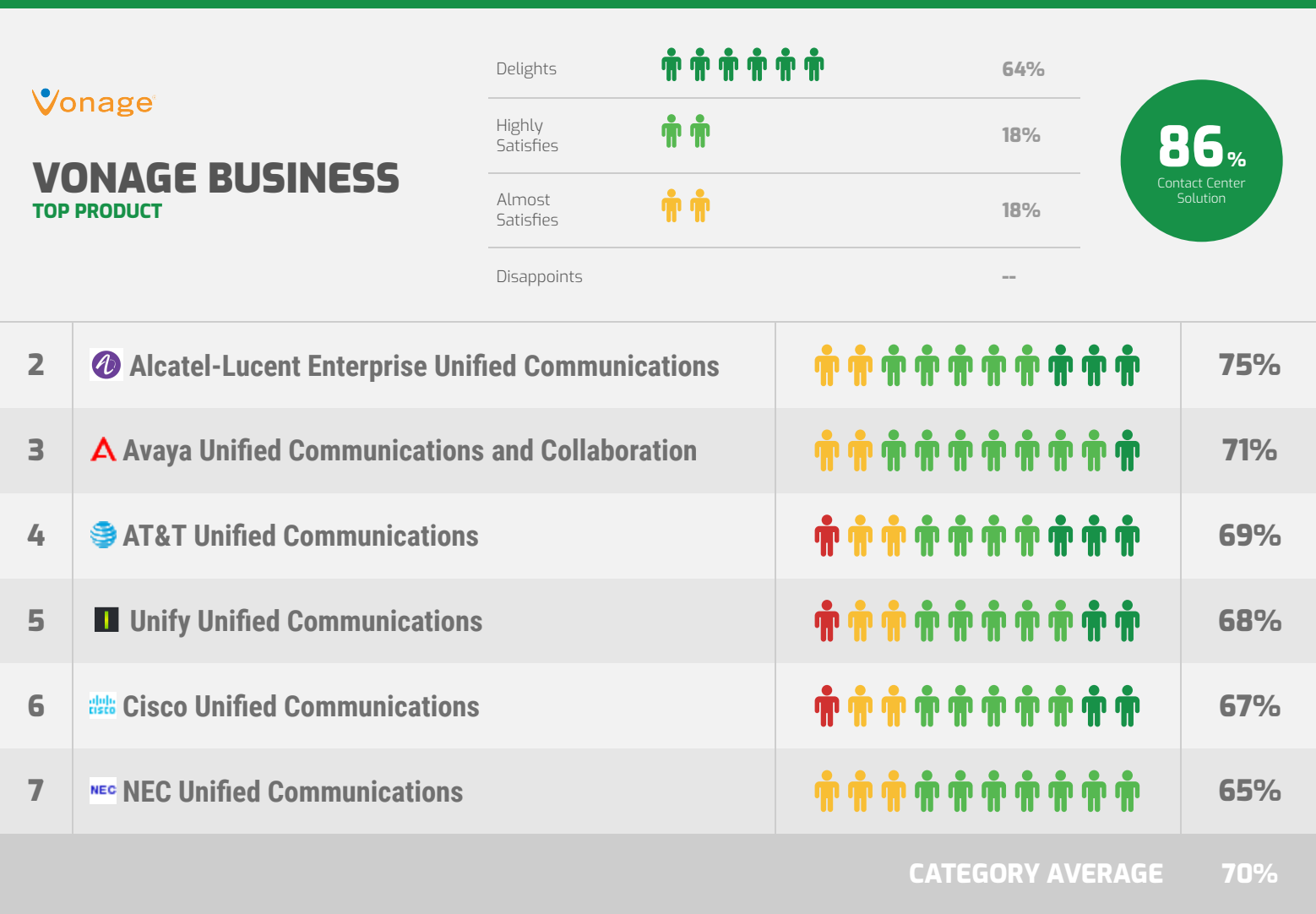
CRM integration, click-to-dial, call forward/record/log and many more in one place to ensure each agent can access all the information from a single place




--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		75%
--	 IBM Sametime		75%

Contact Center Solution

Contact center has a distinctive inbound and outbound components, such as inbound (IVR & ACD) and outbound (predictive, auto and campaign dialing)



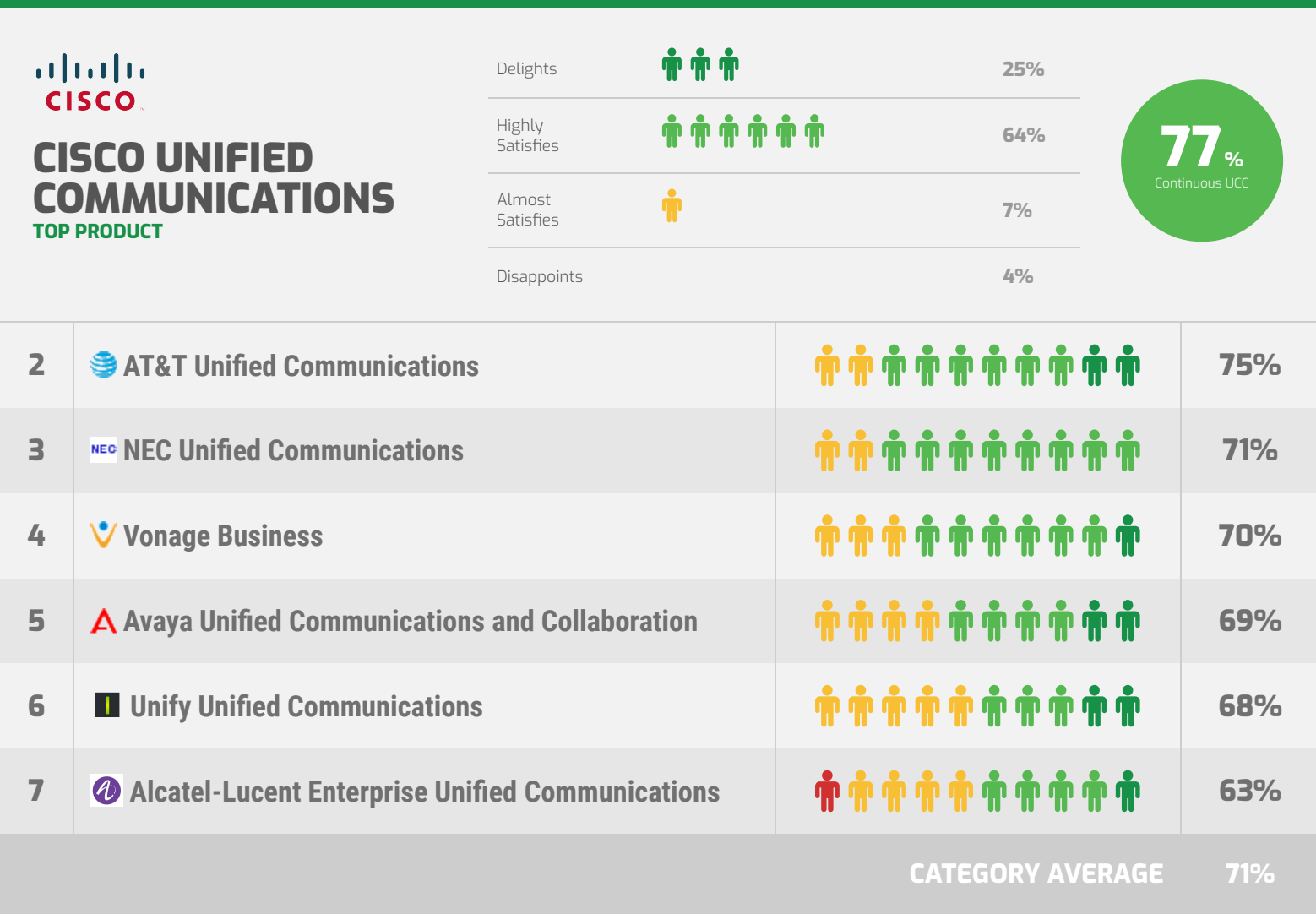
--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		79%
--	 IBM Sametime		85%


Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Continuous UCC

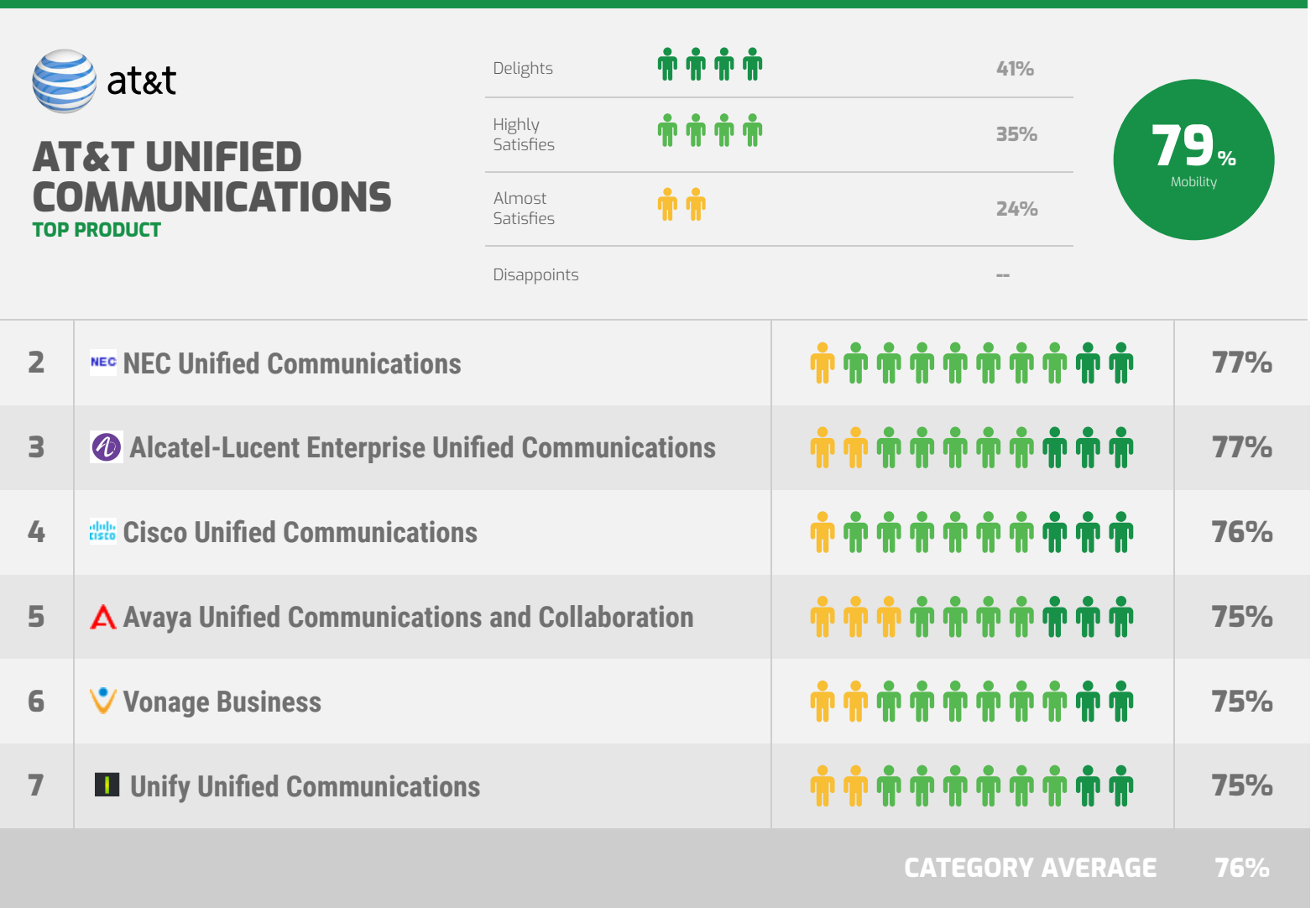
Interface which enables a space for custom grouped/channeled free-form team communication



--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		67%
--	 IBM Sametime		90%

Mobility

Integrating the mobile users' voice and real-time communications services with core enterprise communications lets them do their jobs regardless of location



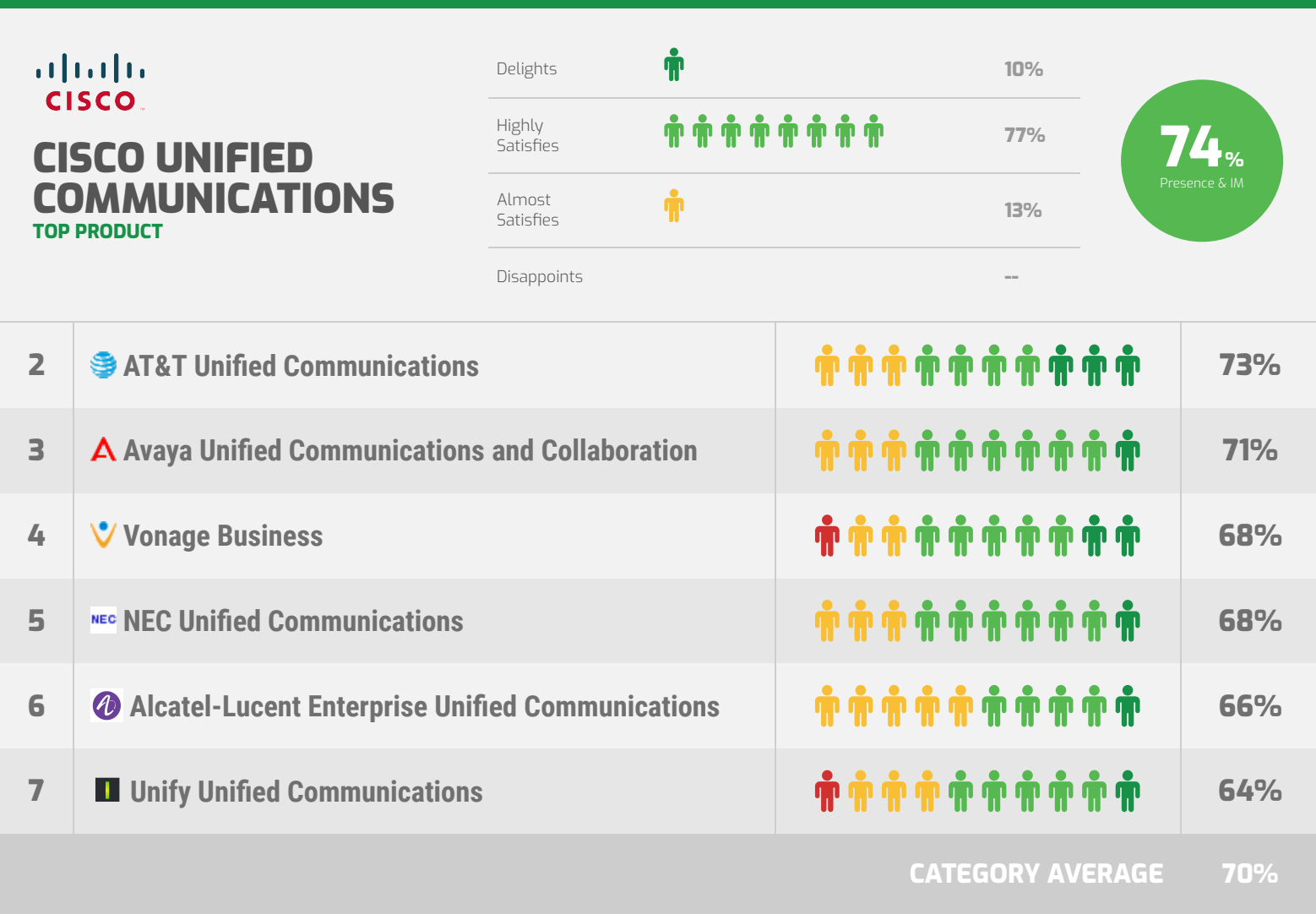
--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		88%
--	 IBM Sametime		90%







Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Presence & IM

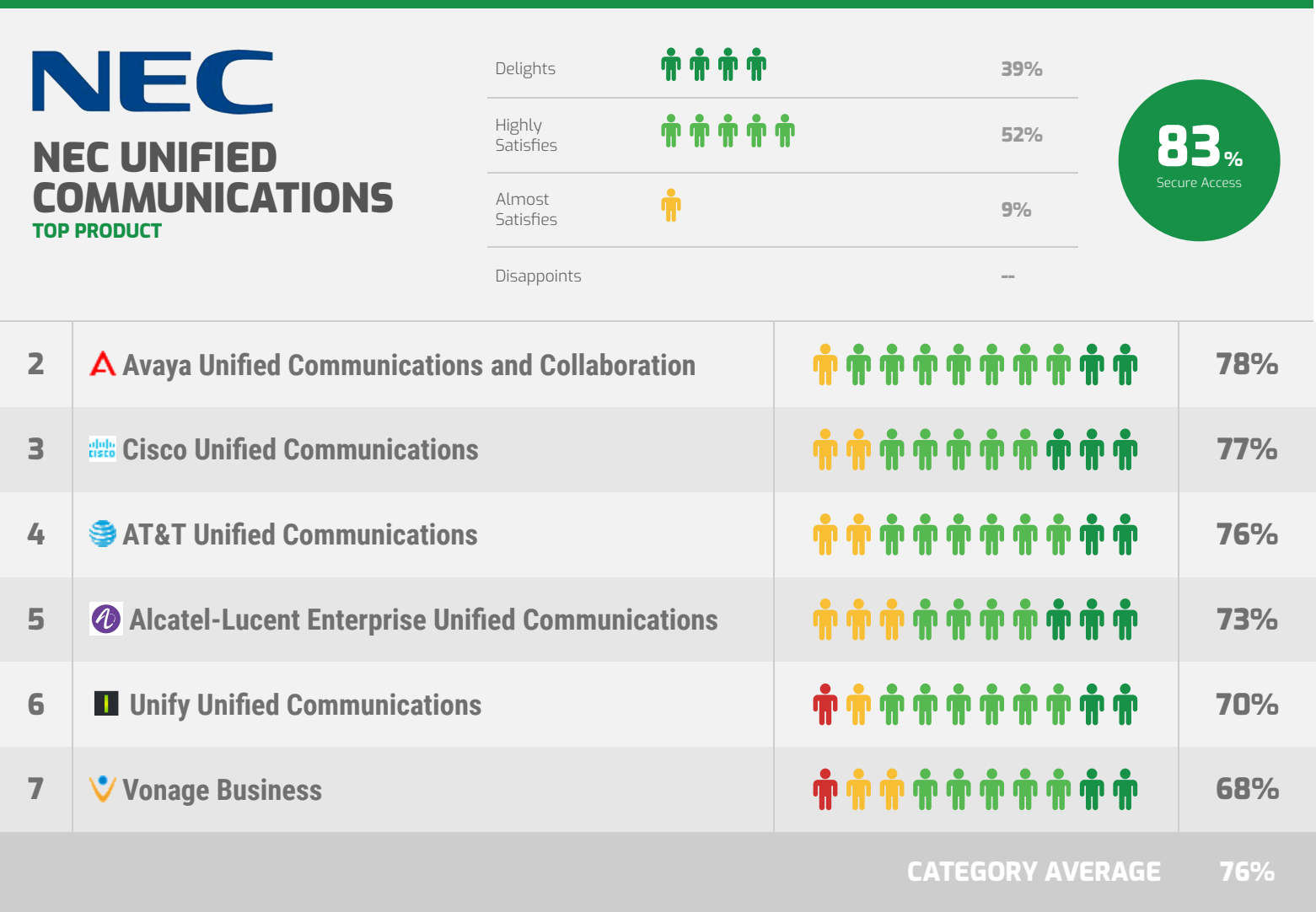
Knowing the availability of users









--	 IBM Notes and Domino		63%
--	 Mitel Unified Communications		75%
--	 IBM Sametime		80%

Secure Access

Establishment of a VPN session to the internal phone system



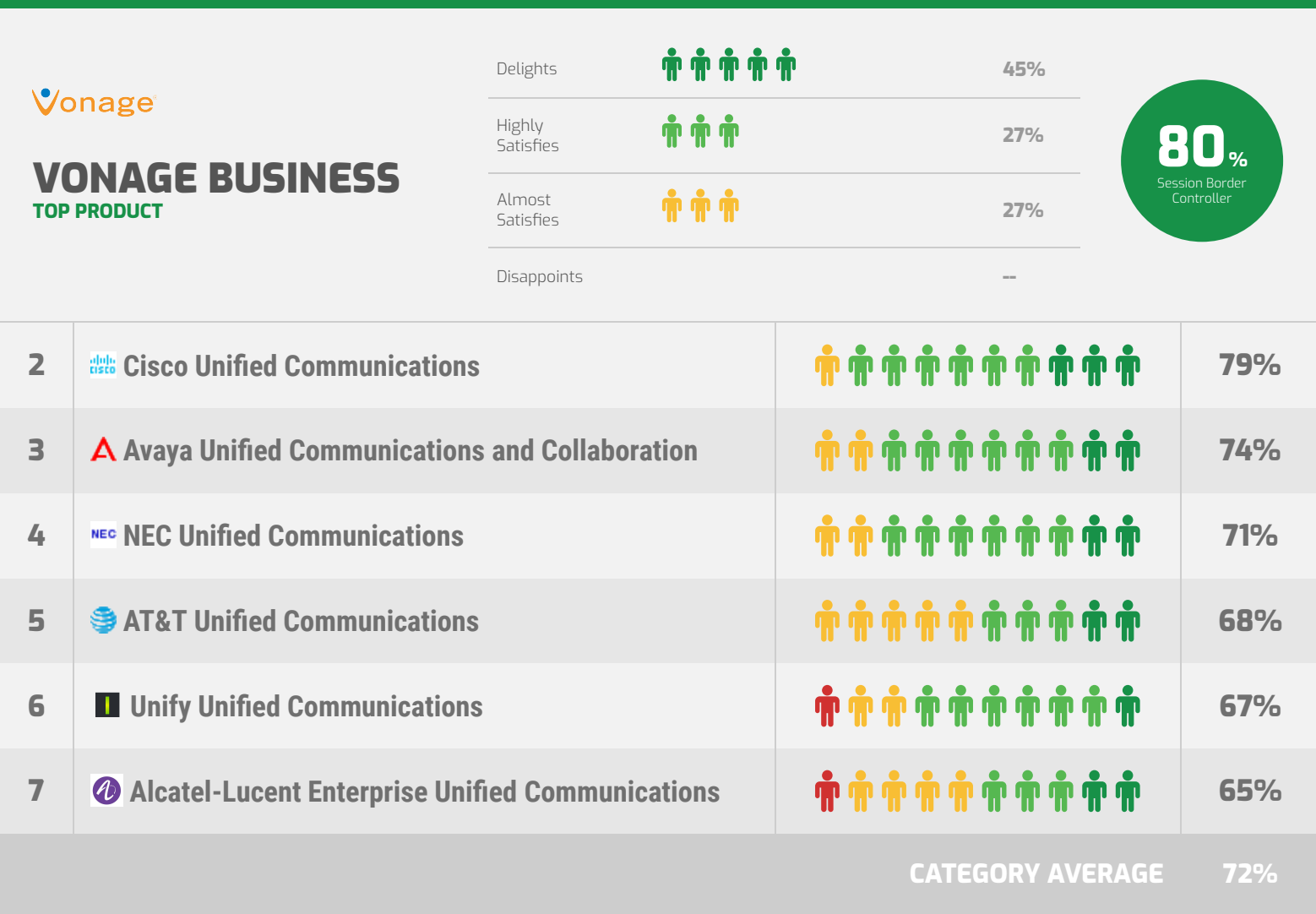
--	 IBM Notes and Domino		63%
--	 Mitel Unified Communications		79%
--	 IBM Sametime		90%

Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Session Border Controller

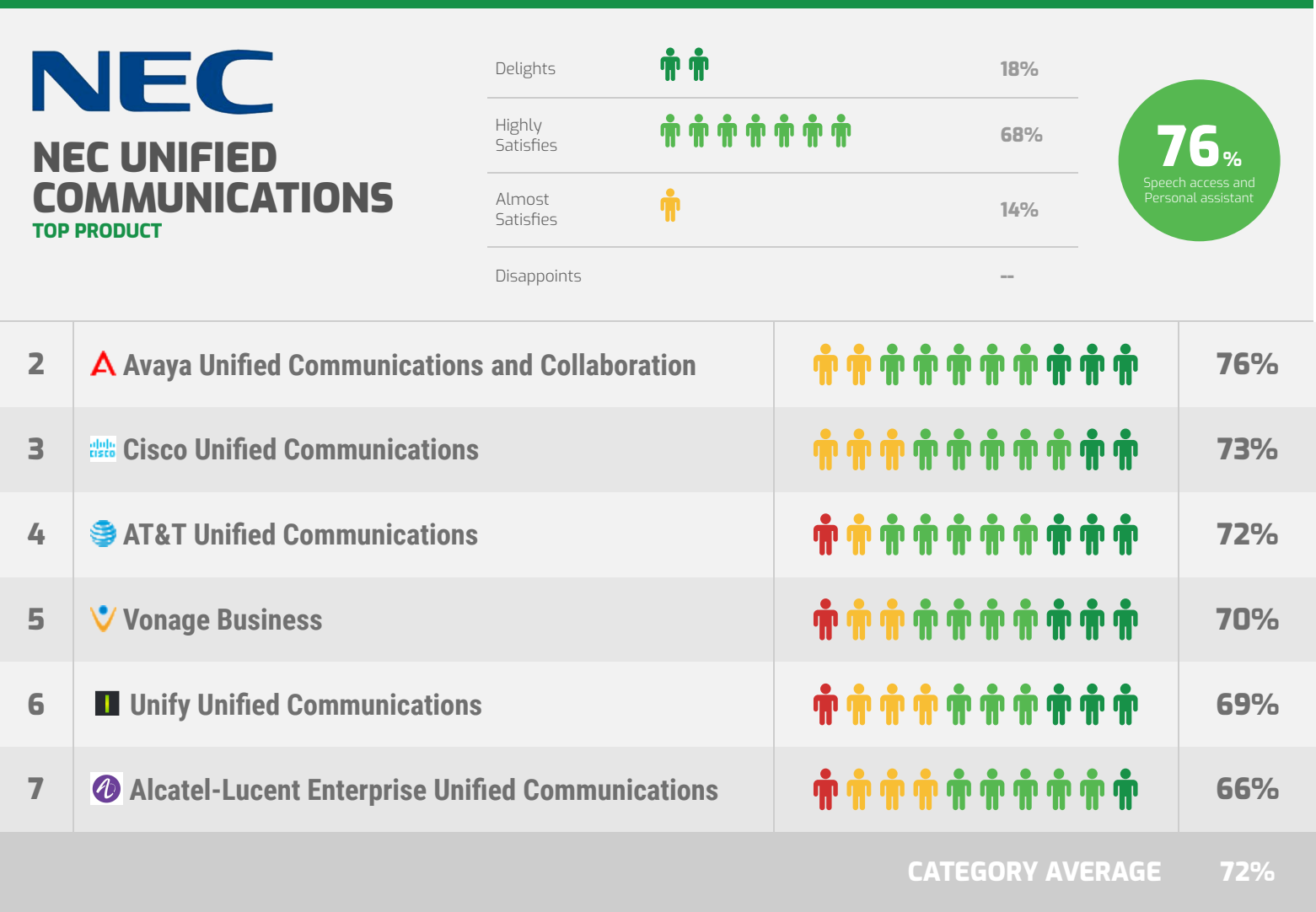
Strategically placed gateways to facilitate traffic flow conversions (such as analog to VOIP gateways, and digital gateways)



--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		75%
--	 IBM Sametime		85%

Speech access and Personal assistant

Using speech commands, personal assistants (or virtual assistants) allow users to access their inbox, calendar, directory and so on



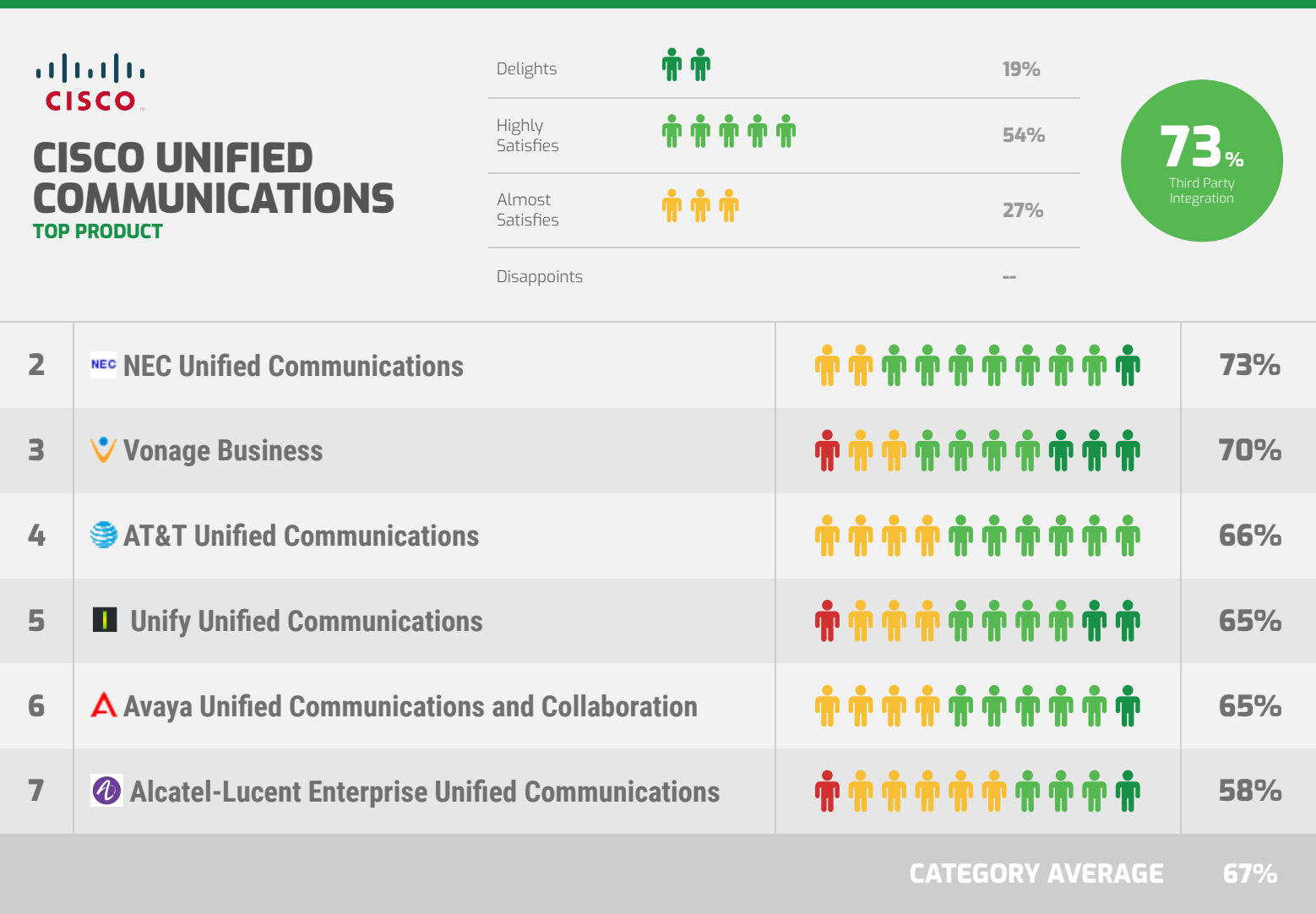
--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		75%
--	 IBM Sametime		85%


Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Third Party Integration

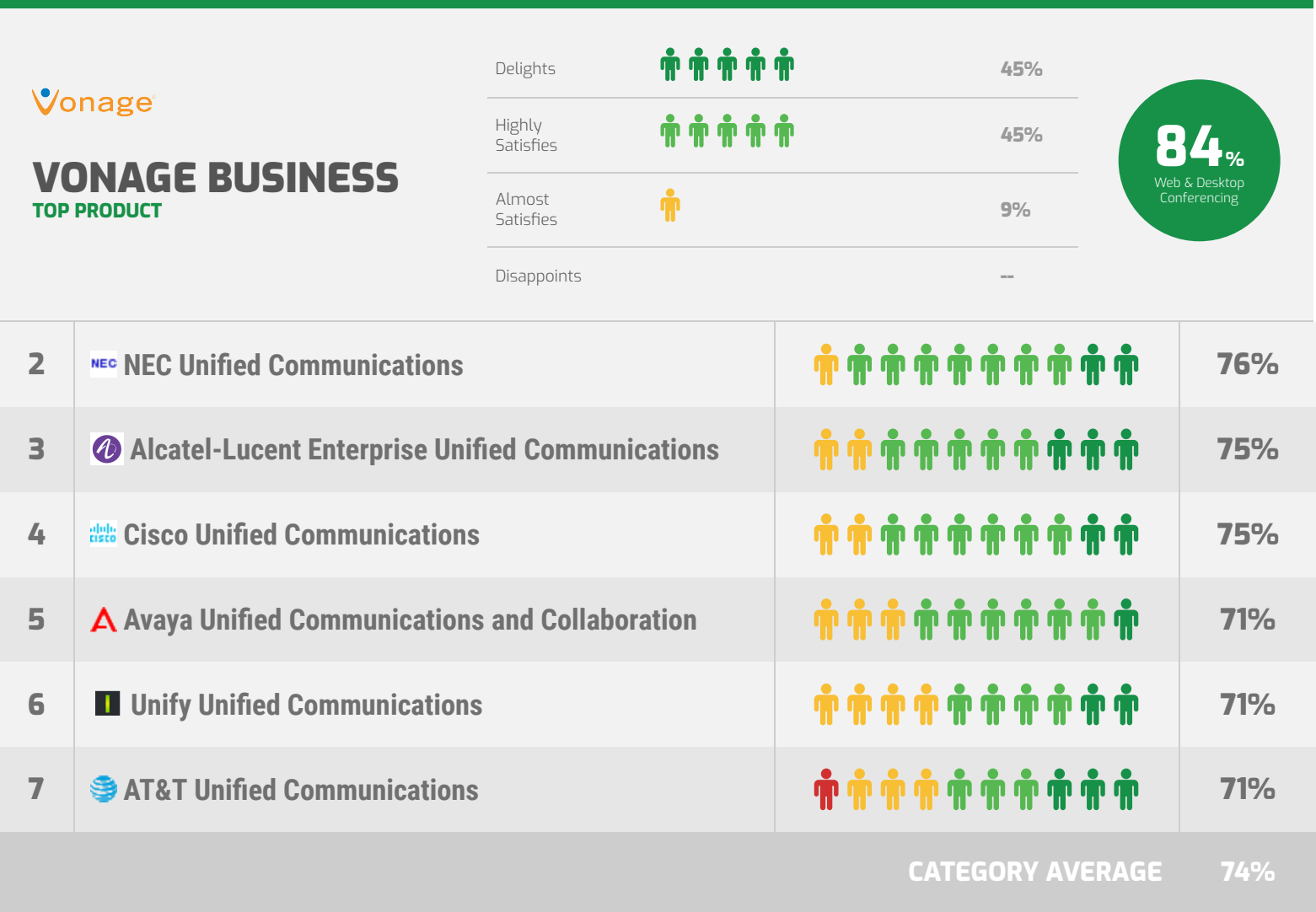
Integration with business processes and workflow applications








--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		75%
--	 IBM Sametime		80%

Web & Desktop Conferencing

Multi-party screen sharing, and peer-to-peer or multi-party video conferencing from any location



--	 IBM Notes and Domino		75%
--	 Mitel Unified Communications		79%
--	 IBM Sametime		75%