

TeleVantage vs. Nortel's BCM

Overview:

Nortel's Business Communications Manager (BCM) is a repackaged Norstar key system. Introduced in 2000, BCM is positioned as an IP-enabled integrated voice and data communications system rich in applications. In reality, it is not fully integrated, many of its core features have severe limitations, and its proprietary platform does not allow easy integration of business critical applications.

Summary:

BCM is a proprietary phone system with a severely limited feature set. Limited features include conferencing, ACD, voice mail, graphical user interface, and administration.

Questions to ask:

- What if 16 employees are accessing their voice mail while customers call into the Auto Attendant?
- Will there be an IVR implementation? What is the cost?
- How many servers are required for the implementation?

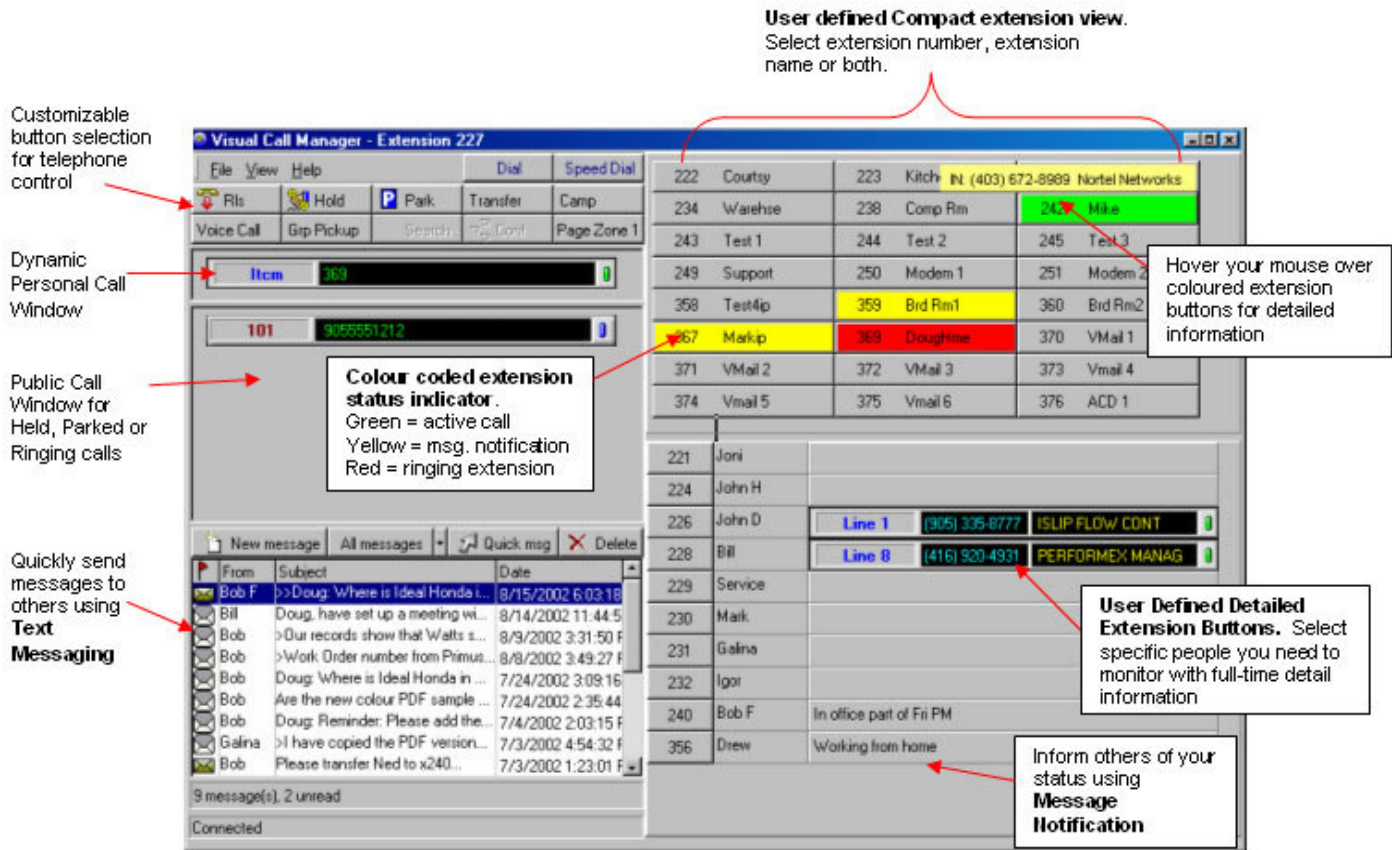
Feature Comparison

Specification	BCM	TeleVantage
Version	3.6	6.1
Release Date	May 2004	September 2004
Ports	192 digital/ 58 IP stations or 160 digital / 74 IP stations; 72 digital trunks / 8 analog trunks	192 trunks; 720 extensions.
IP Protocol	H.323	H.323
Capacity	The Basic Cabinet houses 4 PCI slots and 4 Media Bays (for station and trunk cards). Up to one Expansion Cabinet can be added for an additional 6 Media Bays. The system supports a maximum of 192 digital stations/58 IP phones or 160 digital stations/74 IP phones. BCM advertise that it supports 92 IP stations but there are only enough signaling channels for 74 IP phones. Also CallPilot (voice mail and auto attendant services) can use up to 32 ports of IP, 24 ports are for Call Center ACD, and 16 ports are for actual voice mail and auto attendant usage. The BCM supports under 250 users. The practical <u>limit</u> is actually much lower as companies need to use IP ports for voice mail, call center, and IVR functionality.	Since TeleVantage allows users to use virtual extensions (e.g. their home or cell phone) the # of users supported is only limited by the # of simultaneous calls into the system.

OS	<p>Windows NT 4.0 Embedded</p> <p>Using an outdated operating system causes huge headaches when patching. It does not interface with the latest versions of other core Microsoft components. Because the BCM is so dependent on outside application vendors (ACD, GUI) these applications have to be patched separately as well. Upgrading to the latest version will often cause problems – this process must be carefully managed.</p>	<p>Windows 2003/2000 Server</p>
Phones	<p>To use analog telephones, you must purchase an Analog Terminal Adapter for \$150/station in addition to the analog telephone. (You can purchase a less expensive refurbished adapter or buy an 8-station adapter for \$800.) This adapter is also required for fax or other devices that use analog ports.</p>	<p>TeleVantage’s open systems architecture allows customers to choose the between digital, IP, or analog phones. Many customers select less expensive analog handsets to keep the overall cost of their phone system down and also gain mobility through inexpensive cordless phones.</p>
Graphical User Interface	<p>ConvertTec provides a simple third party graphical user interface with their Visual Call Manager and Console.NET products. Visual Call Manager provides PC-based (English only) call management including desktop call control, speed dial, display of up to 160 extensions, screen pops and reports. Requires separate server. Awkward third party integration with <u>limited</u> functionality. See screen shots at bottom of document. Single view of phone-like interface instead of intuitive Windows-based interface. Doesn’t include voice mail, call log, personal statuses, rules, routing lists, or many other features. Provides buttons you would find on a feature phone such as park, transfer, and speed dials. Also provides instant messaging. ConverTec makes both a Windows and web client but separate purchases are required.</p>	<p>TeleVantage sets the standard with an intuitive, easy to use graphical user interface. Its familiar Outlook-like interface can be used to manage calls, voice messages, call center queues and every other feature exposed by the system without learning cryptic codes. Users can choose to use both the Windows and web client.</p>

<p>Voice Mail</p>	<p>BCM voice messaging is standard (however, mailbox seat licenses must be purchased) and includes 16 to 1,000 mailboxes, 200 storage hours, auto attendant, and custom call routing.</p> <p>The BCM requires purchase of voice mail. You are <u>limited</u> to 1,000 voice mailboxes and only 200 storage hours of voice mail. Each voice mail port reduces the number of IP station ports that can be used. A maximum of 16 users can be accessing their voice mail at the same time (with no auto attendant accesses.) By default only 8 users can access voice mail at the same time.</p>	<p>TeleVantage allows you to configure up to 10,000 voice mailboxes where each voice mailbox can be configured to hold up to 999,999 minutes of voice mail. Simultaneous use of voice mail is only limited by the number of voice resources configured on the system and can be configured to easily support every trunk and as many stations as needed. There is no additional voice mail charge.</p>
<p>Call Center</p>	<p>Basic Call Center software (activated by a software key code) supports 10 active agents, 2 groups, and 10 announcements; an upgrade to Professional Call Center allows for 20-80 active agents, 250 configured agents, 150 announcements, and 50 groups. An optional MIS reporting package gives real-time statistics to 16 supervisor workstations.</p> <p>Must pay for basic functionality. Additional charge for a <u>limited</u> set of real-time statistics.</p> <p>The ACD package is manufactured by a different vendor but Nortel OEMs it.</p>	<p>Simple ACD workgroup support provided at no charge. With \$250 per change charge full call center support provides real-time statistics for virtually every call center need including: 16 agent statistics, 8 overall queue statistics, 11 inbound queue statistics, 6 outbound queue statistics, and 6 combined queue statistics. Supervisors can configure their view to see exactly the data they require. Supervisors can monitor, coach, join, and record calls. Over 30 reports provide historical reporting on queue and agent performance.</p>

Admin	The BCM only supports 3 levels of permissions in the administrator. Viewing or editing data in the administrator is notoriously slow.	The TeleVantage administrator supports as many classes of service as you want. For example, allow certain administrators to manage call center features while others can only configure voice prompts.
Conferencing	3 party <u>limit</u>	TeleVantage supports conferencing of up to 60 users. Even the smallest TeleVantage system can have a conference of 9 participants.
IVR	Large cost per port (\$775 - \$1500). Poorly documented APIs. Much less functionality available for the BCM.	One station license (\$100) is required for each simultaneous call to an IVR. TeleVantage has extensive documentation on how to use its IVR and call control APIs. All ViewPoint features can be programmatically accessed.
Enterprise Application Integration	BCM is a closed applications platform. BCM only provides APIs for off-platform 3 rd party solutions.	TeleVantage sets the standard for open architecture. Hundreds of third party applications and integrations are available to run on the TeleVantage platform due to the ease of writing applications on TeleVantage.



VCM Graphical User Interface

Figure 1: VCM user interface

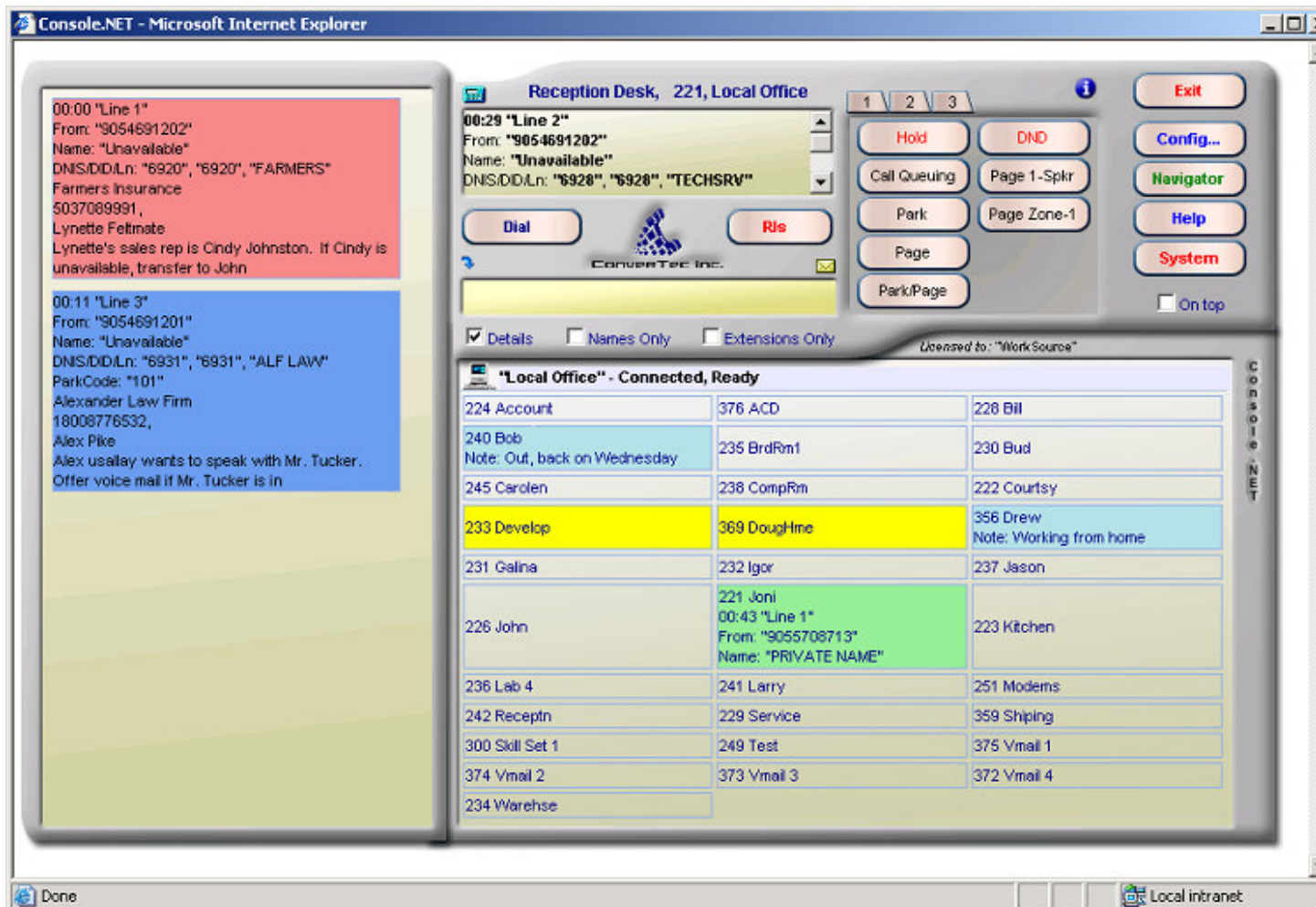


Figure 2: Console.NET web user interface