



VoIP News IP PBX System Comparison for Small Business (premise based)

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	Alligen AltiServ	Avaya IP Office 406 v2	Digium Asterisk Business Edition	Fonality PBXtra	Mitel SX-200 ICP	Shoretel	Siemens HiPath 3500	Switchvox Switchvox PBX	TalkSwitch 48-CVA	Whaleback SMB 1500
Ease of Installation	Flexible system with lots of configurable options is managed by AltiAdmin software	Installation straightforward; Configuration cumbersome at some points	Significantly improved with Red-Hat Enterprise 3 and Fedora Core 3 linux distros	Intuitive GUI streamlines installation; Delivered as appliance; Up and running in 30 minutes	Straightforward installation via MyAdministrator application	Extremely easy installation - a real strength	Straightforward installation and configuration	built on top of Asterisk that runs on a standard Linux server. Package comes preinstalled on the server.	Easy customer install with PC-based interface and plug in to LAN	Installed and managed by vendor as part of system/service
Features										
auto-attendant	Multiple options with call center software	optional via VoiceMail Pro	included	included	included	included	3rd party add on	included	included	included
voicemail	Included with advanced options	included (can upgrade to Pro)	included	included (unlimited voicemail)	included	included	included with HiPath Expressions	included	included	included
call menus	Included	included	included	included	included	included	included	included	included	included
call hold	Included	included	included	included	included	included	included	included	included	included
call parking	Included	included	included	included	included	included	included	included	included	included
call forwarding	Included	included	included	included	included	included	included	included	included	included
call routing	Included	included	included	included	included	included	included	included	included	Included based on number
conference calling	Included	included (up to 64 participants via IP Office Conferencing upgrade)	included	included	included	included	included	included	included	included
hunt groups	Multiple options with call center software	included	yes, although not explicit	included	included	included	included	included	included	included
unified messaging	Included	optional via VoiceMail Pro	voicemail to email available	included	included	included	included with HiPath Expressions	included	Voicemail to email is available	included
MSFT Outlook integration	Included	optional via VoiceMail Pro	Click-to-dial available as plug-in	included	included	Excellent call management/Outlook integration	included with HiPath Expressions	included	included	included
user directory	Included	included	included	included	included	included	included with HiPath Expressions	included	included	included
integrated voice response	Multiple options with call center software	optional via VoiceMail Pro	included	included	included	included	included with HiPath Expressions	included	included	included
call center support	With call center software	included with Compact Contact Center (supports up to 75 agents)	requires significant configuration	included with Call Center Edition	included	included	with HiPath Pro Center Compact	With add on	Yes	No (integrates with third party vendor.)
Management & Administration	User and system management software options	IP Office Manager is Windows based management application; No CLI available	CLI is best, although numerous open source GUIs are available	True web-based GUI; Extremely intuitive for admins and users alike	Ships with 2 management tools: MyAdministrator & IP Phone Analyzer; MACs are simple to execute	Unified, browser based administration	Lacking integrated interface; Individual tools are effective; Good monitoring and look for Deployment Tool	Easy web-based tools for administration.	Windows Based TalkSwitch software to provide management and administration	Part of service provided by vendor
Phone Support	2 proprietary award-winning IP hardphones, one softphone and analog phone support	5 IP Hardphones supported 2 wireless phones supported iPhone Manager Pro Softphone	40+ hard phones supported; numerous soft phone clients	6 IP hardphones supported 1 IP softphone (bundled) Also supports analog phones	6 IP hardphones supported	Excellent phone support; Shoretel phones are excellent	Support for 6 IP hardphones	All SIP phones, analog phones with use of an ATA.	Supports regular analog phones out of the box and 3 IP hardphones	Vendor supplies IP hardphones as part of cost
Security	No VoIP security – hybrid system	Encrypted VoIP: strong Phone: strong Management security: strong	Encrypted VoIP: limited Phone Authentication: strong Management Security: strong	Encrypted VoIP: good Phone authentication: good Management security: good	Encrypted VoIP: strong Phone authentication: strong Management security: strong	Encrypted VoIP: strong Phone Authentication: strong Management Security: strong	Encrypted VoIP: strong Phone authentication: strong Management security: strong	Encrypted VoIP: good Phone authentication: good Management security: good	No VoIP security – hybrid system	Yes, Encryption Border Session Control, Built in
IP Station Capacity	48 users per box with multiple boxes – overall system supports up to several hundred users	360	40 simultaneous calls/server; 240 simultaneous calls/server w/upgrade	300	200	Up to 120 IP users per switch	192	unlimited* – in practice that means several hundred.	32 extensions per office location	Up to 1500
Documentation/Support	Enterprise class support and documentation	Excellent support and rich documentation for both users and administrators	Includes Asterisk user manual and quick start guide; free support for 1 year	Responsive support with fast response times; "Open source" style documentation	Enterprise class support and documentation	Enterprise class support and documentation	Enterprise class support and documentation	Good support and documentation, online support center.	Excellent support and documentation	Good documentation – support part of vendor service
Pricing for 20 phones + T1 interface	Up to \$18,000 depending on reseller and precise features and configurations selected.	\$16,900	Pricing starts at \$995	\$4,475	\$12,000	\$12,000	\$16,150	\$4,475	Phones range from \$119 to \$189 apiece. T1 cost extra.	\$49.95 per line, so \$999 for 20 lines-connection cost included
VoIP-News Comments	Older company with very robust system that continues to be extended – feature rich	Award-winning. Good choice for reliability and performance	Digium adds valuable commercial license, support, and docs to already robust Asterisk	Low-price, all-inclusive system. Good for hybrid IP/analog setup requiring easy maintenance	High-end system, good for the larger end of the SMB market	Shoretel is consistently a top finisher because of ease of use features	High-end system – good security – Siemens can deliver systems all the way up to enterprise level	Low-price, all-inclusive system. Flexible range of options.	Straightforward hybrid system for the small end of the SMB market	Unusual system – on-premise but completely managed by the vendor. Very aggressive pricing

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