

2009 Buyer's Guide: Mobile Unified Communications

The emerging market for mobile unified communications solutions

This Buyer's Guide summarizes the comparison of reporting vendors' solution capabilities as of April 1, 2009. Designed to complement the [Mobile UC Market Landscape](#) report which provides an overview of each of the vendors and the architectures for mobile UC, this Buyer's Guide summarizes the availability of 30 features from ten different vendors. It is meant to be an overview of the state of functionality in the mobile unified communications arena. Overall, this report is a powerful statement about the level of innovation and the maturity of the solution sets available today.

During March 2009, these vendors were contacted and invited to participate in a Buyer's Guide. Only Cisco declined to participate. Many thanks to the following participating vendors for which no consideration has been received or paid:

- AL - Alcatel-Lucent, OmniTouch 8400 Instant Communications Suite
- AV - Avaya, Aura™ Communications Manager, one-X® UC all inclusive
- CP - CounterPath, Enterprise Mobility Gateway Solution
- DiV - DiVitas, Mobile UC Solution
- NEC - NEC, UNIVERGE® Mobile Client (MC530)
- N - Nortel, CS 1000, CS 2100, MC 3100
- OR - OnRelay, Unified MBX
- RIM - Research in Motion, BlackBerry Enterprise Server, BlackBerry Mobile Voice System
- SEC - Siemens Enterprise Communications, HiPath MobileConnect
- TN - Tango Networks, Abrazo

Features are rated on the basis of being available today, being planned for delivery later in 2009 or not available according to the legend below. Note that not all features are supported on all devices.

- Yes, this feature is available.
- This feature is planned.
- No, this feature is not available.

Special notes are provided below table 1 for further elaboration of a feature, where vendors felt compelled to provide more detailed explanations.

Future Research:

How important are these features to users?

Table 1 - Feature availability by vendor solution. Yes. ● Planned. ◉ Not available. ○

Feature	AL	AV	CP	DiV	NEC	N	OR	RIM	SEC	TN
Enterprise call notification	●	●	●	●	●	●	●	●	●	●
Missed calls go to enterprise voicemail	○	●	●	●	●	●	●	●	●	●
Do Not Disturb	●	●	●	●	●	●	◉	●	◉	●
Transfer to another enterprise extension	●	●	●	●	●	●	●	●	●	●
Push-to-Talk	○	○	○	◉	●	○	●	●	○	●
Conference in a second user during a mobile call	●	●	●	●	●	●	●	●	●	●
Maximum number of ad hoc conference participants	A	6	6	3	A	6	C		10B	C
3,4,5-digit dialing plan support	●	●	●	●	●	●	●	●	●	●
Enterprise caller ID for outbound calls	●	●	●	●	●	●	●	●	●	●
Inbound caller ID maintained on incoming calls passed to mobile	●	●	●	●	●	●	●	●	●	●
Corporate directory search	●	●	●	●	●	●	●	●	◉	●
Call from directory listing	●	●	●	●	●	●	●	●	●	●
Presence indication in directory	◉	H	●	●	●	●	●	●	◉	●
Manual handoff of mobile calls in progress to nearby phones	●	H	●	●	●	●	●	●	○	●
For Dual Mode (WiFi and cellular) devices: Automatic handoff of WiFi call to cellular network	●	●	●	●	◉	◉	○	●	●	●
For Dual Mode (WiFi and cellular) devices: Automatic handoff of cellular call to WiFi network	●	●	●	●	◉	◉	○	●	●	●
Message Waiting Indicator for enterprise voicemail on mobile	D	◉	●	●	●	●	●	●	●	●
Visual Voicemail so you can skip some to get other voicemail messages	D	●	C	●	E	F	●	G	○	●
Visual Voicemail so you can forward/delete/save voicemail without audio prompts	D	●	◉	●	E	F	●	G	○	●
Instant Messaging with other mobile users	●	○	●	●	●	●	●	●	◉	◉
Instant Messaging with other enterprise users	●	◉	●	●	●	●	●	●	◉	◉
IBM Lotus Sametime support	○	◉	◉	◉	●	○	●	●	○	◉
Microsoft Office Communicator support	○	●	●	◉	●	●	◉	●	○	●
Other enterprise IM systems supported	○	○	●	◉	○	○	●	●	◉	◉
Instant Messaging federation with public services	◉	◉	◉	◉	I	○	◉	●	○	◉

Feature	AL	AV	CP	DiV	NEC	N	OR	RIM	SEC	TN
Personal or Business modes	●	●	●	●	●	●	●	●	◉	●
Presence indication for colleagues	●	H	●	●	●	●	●	●	◉	●
On-hook/Off-hook presence indication for colleagues	●	●	●	●	●	●	●	○	◉	●
Whisper paging	○	○	○	○	○	○	○	○	○	●
Calendar integration for one-click conference call initiation	J	◉	◉	◉	●	○	◉	●	◉	●

Notes to table 1:

- A - Maximum number of ad hoc conference attendees is configured at the server.
- B - Maximum of 3 on HiPath 4000.
- C - PBX dependent.
- D - BlackBerry now, Q4 2009 for Windows Mobile.
- E - Unified Messaging agent software.
- F - CallPilot unified messaging server.
- G - through 3rd party application.
- H - available on some clients.
- I - With OW5000 platform.
- J - BlackBerry only. iPhone in May 2009.

Question for Future Research:

Support for micro-blogging service?

Feature use cases

Enterprise call notification - the user receives a message on their mobile phone that indicates a call is coming into the office number and can optionally present disposition selections such as answer, send to voicemail, send to nearby landline extension or send to administrative assistant.

Missed calls go to enterprise voicemail - business calls placed to the enterprise or on an enterprise mobile users' mobile phone should, for security and information integrity reasons, be processed by the enterprise voicemail service.

Do Not Disturb - the user signals that all business calls should go directly to voicemail without user notification of incoming calls. Other users may receive a visual notification through presence indicators perhaps, that the user has requested DND state.

Transfer to another enterprise extension - many business communications require immediate attention by some other person in the company so the mobile user passes the call to another extension or named user in the directory without the caller having to dial.

Push-to-Talk - also known as 'walkie-talkie' service, push-to-talk enables a member of a PTT group to automatically record and play a message on the other group members' mobile speakerphones. PTT users can reply to all other group members in a similar fashion. Useful in construction, some retail environments, warehousing and other applications where users are mobile, any member of the group has specific information or can get specific information and paging systems aren't appropriate.

Conference in a second user during a mobile call - unlike the call transfer, conferencing in a second user allows the mobile user to establish a three-way call to consult with coworkers in the audio presence of the third person.

Maximum number of ad hoc conference participants - the mobile user can initiate a conference call involving more than two other persons, and if so, this is the maximum number of ad hoc participants supported.

3,4,5-digit dialing plan support - the mobile user dials 3 digits (or 4 or 5) to reach the extension of a coworker.

Enterprise caller ID for outbound calls - mobile devices have been assigned telephone numbers by the mobile operator, however for business purposes it is often useful to present the corporate office telephone number or DID as the caller ID of some or all mobile calls made for business purposes. There may also be a call detail record (number dialed, time of day, length, features activated etc) in the call control server for the outbound call as if it was made from the desk phone.

Inbound caller ID maintained on incoming calls passed to mobile - associated with the call notification service above, this feature assures that the mobile user is presented with network-based information about the incoming call.

Corporate directory search - the mobile user can view the corporate directory of users and their extensions.

Call from directory listing - with a click of the stylus, push of the finger or action button, the mobile user can initiate a call directly from the corporate directory search results.

Presence indication in directory - the mobile user is presented with an indication that the selected coworker is available for a call or not. May or may not indicate telephony presence.

Manual handoff of mobile calls in progress to nearby phones - the mobile user can choose to handoff the call in progress to a nearby corporate phone. May involve a predefined list as a differentiated feature from mobile call transfer.

For Dual Mode (WiFi and cellular) devices: Automatic handoff of WiFi call to cellular network - as a mobile user walks about, passing beyond the purview of the WiFi network signal, the call is automatically passed to the cellular network and cellular interface on the device.

For Dual Mode (WiFi and cellular) devices: Automatic handoff of cellular call to WiFi network - as a mobile user walks about entering the domain of a trusted WiFi network, the call is automatically passed to the WiFi network and WiFi interface on the device.

Message Waiting Indicator for enterprise voicemail on mobile - the mobile user can by looking at their mobile device, determine whether there is a voicemail waiting for them.

Visual Voicemail so you can skip some to get other voicemail messages - the mobile user can see and select specific voicemail out of the sequence of their reception.

Visual Voicemail so you can forward/delete/save voicemail without audio prompts - similarly, the mobile user can act on voicemails without audio prompts.

Instant Messaging with other mobile users - the mobile user can send and receive instant messages to and from other enterprise mobile users. It may or may not have the same restrictions as Short Message Service which are limited to 160 characters and it may or may not use the same infrastructures.

Instant Messaging with other enterprise users - the mobile user can send and receive instant messages from other non-mobile enterprise users. This may or may not involve SMS restrictions and infrastructures.

IBM Lotus Sametime support - the mobile user can integrate their instant messaging communications within the Lotus Sametime corporate environment.

Microsoft Office Communicator support - the mobile user can integrate their instant messaging communications within the Microsoft Office Communicator environment.

Other enterprise IM systems supported - the mobile user can integrate their instant messaging communications with other enterprise IM systems such as Groupwise or Jabber.

Instant Messaging federation with public services - the mobile user can conduct instant messaging communications with other users on AOL Instant Messenger, Yahoo! Messenger, GoogleTalk, MSN or other services.

Personal or Business modes - the mobile user can select the mobile context of their next communications. Personal mode disengages the enterprise communications features and generates the standard mobile phone call control environment, while the Business mode engages the mobile unified communications feature sets.

Presence indication for colleagues - the mobile user can determine the online availability of a coworker, increasing the probability of actually reaching that person.

On-hook/Off-hook presence indication for colleagues - the mobile user can determine the telephony availability of a coworker.

Whisper paging - while the mobile user is engaged in a call, the earpiece of the mobile users' device can be intercepted by appropriate persons such as the executive's secretary for the delivery of a short audio message.

Calendar integration for one-click conference call initiation - the mobile user's calendar presents a single click option to initiate the appropriate audio conference call scheduled at that time.

Mobile devices supported

Table 2 below shows the specific vendors' device support program as of April 1, 2009. Note that not all features are supported on all devices, and that the feature phone category refers to the classic, non-smart mobile phones.

Table 2 - devices supported for mobile UC services. Yes. ● **Planned.** ◉ **Not available.** ○

Class of Mobile Device	AL	AV	CP	DiV	NEC	N	OR	RIM	SEC	TN
Feature phones	○	●	●	○	○	●	○	●	○	●
Apple iPhone	●	●	●	●	○	●	◉	●	◉	●
BlackBerry	●	●	●	◉	●	●	◉	●	●	●
Google Android	○	○	●	◉	○	●	◉	●	○	●
Microsoft Windows Mobile	●	●	●	●	●	●	●	●	●	●
Nokia E-series	●	●	●	●	○	●	●	●	●	●
Nokia N-series	○	●	●	●	○	●	●	●	●	●

Enterprise telephony platforms supported

Table 3 below shows the specific vendors' platform support program as of April 1, 2009.

Table 3 - enterprise telephony systems supported. Yes. Planned. Not available.

Enterprise Telephony System	AL	AV	CP	DiV	NEC	N	OR	RIM	SEC	TN
3Com	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Alcatel-Lucent OmniPCX Enterprise R9	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Asterisk	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Avaya	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cisco	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Interactive Intelligence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Mitel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
NEC Sphere	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
NEC SV7000	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
NEC-Phillips iS3000	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
NEC UNIVERGE SV8000 series	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Nortel CS 1000	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Nortel CS 2100	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Nortel SCS 500	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ShoreTel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Siemens HiPath 3000, 4000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Siemens OpenScope Voice (HiPath 8000)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

Conclusion

This Buyer's Guide defines the availability of features for mobile unified communications from an array of vendors each with unique target markets, channels and customers. The fact that customers have so many choices, even given one or more brand of telephony system suggests that the mobile unified communications application has in fact progressed to the point of consistently delivering capabilities that improve the productivity and security of mobile workers.

Buyers should note that not all features work the same way on all devices or may not be supported on all devices. The actual user experience will depend on the combination of system features presented here, the mobile operator services and the devices supported any of which can and frequently do change at any time, without warning. Buyers should always check with vendors for the latest feature availability, use case definition and device support and should always verify claimed functionality with product demonstrations and product trial prior to purchase.

Related research

Learn how to download these and other customer insight reports at <http://www.brockmann.com/index.php/how-to-download-a-report-from-brockmann.com.html>.

Sample Feature Questionnaire for Mobile UC RFP - Word document

[Details](#). This Word document provides sample features to look for when comparing mobile UC solutions.

Market Landscape: Mobile UC

[Details](#). This report summarizes the players and architectures for delivering mobile unified communications.

Mobilizing Email

[Details](#). This report reviews the email experience of mobile users.

State of the Mobile UC Market Report 2007-8

[Details](#). Written in collaboration with Steven Taylor of Webtorials, this report summarizes the results of a study of mobile users conducted in 2007.

Brockmann & Company is a consulting & advisory firm serving enterprise, high tech equipment & application vendors and service providers. Our clients accelerate growth through customer research & thought leadership. Our motto: "In God we trust, all others bring data." Learn more at www.brockmann.com.

© 2009 **Brockmann & Company**. All rights reserved. No portion of this document may be reproduced or distributed in print or electronically without prior written permission of the copyright holder. This document may be distributed electronically only in its entirety provided there is no fee to the user for access to this document.