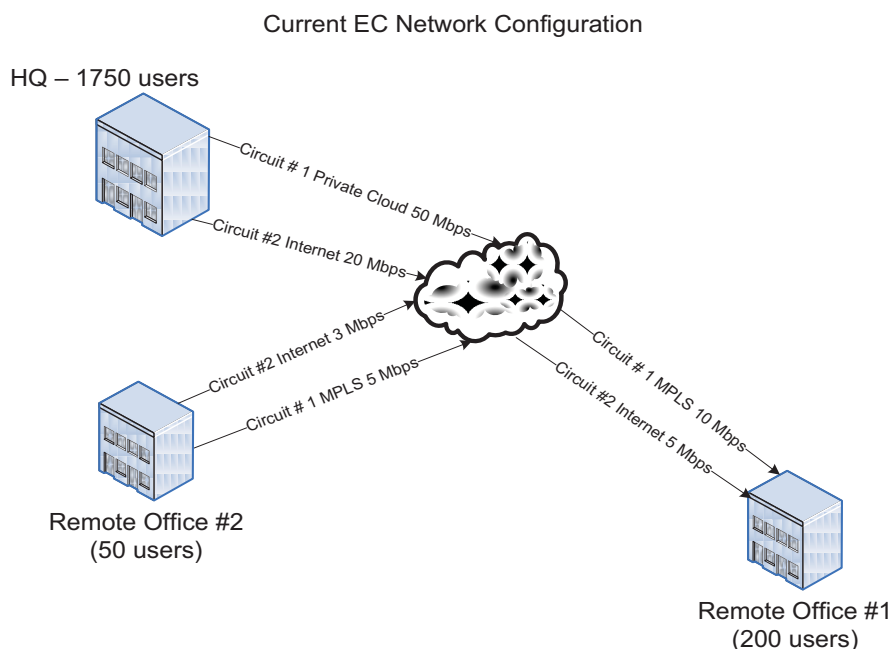


Enterprise Connect 2011 - IP Telephony RFP Executive Summary

David Stein of the independent consulting firm Stein Technology Consulting Group (STCG) delivered the 2011 Enterprise Connect session entitled “IP Telephony RFP – Who Delivers the Goods?” at the recent Orlando conference. The objectives of the session were to enhance understanding of leading IP Telephony System /UC offerings through a review and analysis of RFP responses, discuss highlights and differentiators of vendor offerings including core IP Telephony systems, Unified Communications, Fixed Mobile Convergence and SIP, provide guidance for Total Cost of Ownership (TCO) consisting of initial turn-key system pricing (both list and discounted prices) as well as recurring costs for maintenance, software support and release upgrades.

Nine vendors with backgrounds ranging from 100 years of telephony experience to very recent entrants into the market responded to a “mock” RFP. The vendors that responded to the RFP included Siemens, Avaya, Alcatel-Lucent, Cisco, Aastra, ShoreTel, Mitel, Microsoft and NEC. Although the RFP was modeled on a fictional “Enterprise Connect” organization that included a main headquarters operation as well as two remote offices of different sizes; much of the content was derived from real customer RFP procurement documents utilized previously by STCG. The “Enterprise Connect” 2000 user organization distributed according to the diagram below:



Each of the vendors' responses was reviewed for compliance to the RFP evaluation criteria and was scored in a similar fashion to real corporate procurements. The main categories of evaluation criteria were weighted in importance and included elements of technical architecture, user and system functionality, Total Cost of Ownership and additional criteria. This included:

Category	Weight (%)	Elements
Architecture	20	Reliability, Business Continuity, Capacity and Growth, Security and E911
Functional/Technical	50	Phones, Call Flows, ACD, Unified Messaging/Voicemail, Unified Communications, Systems Management, System Features
TCO	25	All Discounted :Initial costs for systems, licensing and professional services; Recurring Costs for maintenance, software support and software release upgrades
Additional Criteria	5	Adherence to release dates, accuracy of information, etc

Each vendor was provided an overall score based on the criteria articulated above. The evaluation provided a score of 91.5 out of 100 for the Siemens response. Other vendors' scores ranged from 83 to 88. Based on these results, Siemens was ranked the highest of all nine vendors that responded to the RFP. As stated during the Enterprise Connect session, the RFP requirements and evaluation criteria used may differ from those of your particular organization.

Specifically, the Siemens response received the highest ranking for meeting the functional/technical requirements and also received strong marks for Architecture and Total Cost of Ownership.

Based on the RFP results, Siemens Enterprise Communications (SEN) provides an excellent value for Communications Technology Infrastructure. SEN should be considered a candidate when looking for potential strategic partners in this space.