

The Competitive Overview of Matrix ETERNITY GENX – The Unified Communication Server for Modern Enterprises against Univerge NEC SV9100

Comparative Product Study



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SYSTEM OVERVIEW:

ETERNITY GENX System Architecture

- Ideal for Growing Enterprise up to 240 Analog Users and up to 999 IP users for Hotel, Manufacturing and Power Utilities
- Connectivity for VOIP, GSM/3G trunks, ISDN BRI,T1/E1 PRI, key phone ports, E&M and Radio (HF/VHF/UHF) from a Single Chassis
- Flexible phone options-Analog SLTs, Digital Key Phones, IP/SIP phones, mobile phones, Android/iPhone based Mobile Softphone

- Stackable Architecture
- Scalability up to 368 TDM and 896 IP Users (with 4 chassis, power supply required for each chassis).

Built-in System Resources - Matrix ETERNITY GENX

CO ports and Analog Phone ports	Ports to connect Analog Trunk lines and Single Line Telephones
Key Phone, Operator Phone and IP Phone Ports	Ports to connect operator consoles, digital key phones
ISDN BRI,T1/E1 PRI	Built-in system support for BRI, PRI channels
VOIP Server/ VMS Module	Server for IP channels mounted on the CPU
GSM	Built-in system support for GSM Trunks

Built-in System Resources - NEC SV9100

- Connectivity of Analog, ISDN BRI, PRI trunks available by stacking multiple systems.

Key Features of ETERNITY GENX

- **Range of Phone connectivity options** – Analog Phones, Digital Key Phones, DSS Consoles, IP/SIP Phones, Mobile Phones and Android/iPhone Smartphones as Extensions, Radio Handsets and Magneto Phones.
- **Multiple trunk options** – Analog CO, VOIP, GSM/3G and ISDN BRI, T1/E1 PRI, E&M and Radio Trunk lines to reduce call costs and secured lines.
- **Advance telephony features** – Functionality of large enterprises such as Voice Mail, Unified Messaging, Auto-Attendant, Mobility, Trunks and Extensions, Scheduled Call Forward, CDR reports, Presence Sharing and IM, Multiparty Conference and lot more.
- **Remote management** – The built-in web-browser based functionality enables configuration of ETERNITY GE from any remote location, using six most used languages such as English, Spanish, Portuguese, French, German, and Italian.
- **Advance voice mail** – Voice mail with advance features such as multiple Auto-attendant languages, personalized greetings, MoH, 6 language support, User intuitive interface for uploading prompts and broadcasting message to mailboxes, Voicemail to Email notification and conversation recording up to 2300 hours.

Parameters	Matrix ETERNITY GENX	NEC UNIVERGE SV9100
Architecture	<ul style="list-style-type: none"> • Single box architecture • Universal slots based architecture 	<ul style="list-style-type: none"> • Stackable architecture
Network Support and System Capacity	<ul style="list-style-type: none"> • Scalability up to 240 TDM and 999 IP Users (in single box system) • Trunks: (single box system) <ul style="list-style-type: none"> ○ Analog – Max. 64 Ports ○ ISDN BRI – Max. 64 Channels ○ T1/E1 PRI – Max. 240 Channels ○ GSM – Max. 40 ○ IP - 99 SIP trunks ○ Radio – Max. 16 port • Subscribers: (single box system) <ul style="list-style-type: none"> ○ Analog – Max. 240 ○ Digital – Max. 96 ○ IP Users –999 Users ○ Mobility –GSM/3G Mobile phones, Mobile phones with SIP client VARTA ADR 100 for Android and VARTA AMP100 for iOS, VARTA WIN200 - UC Client for windows, IP-DECT phones <p>Matrix offers Universal connectivity. extending extension features to user's GSM mobile phone</p>	<ul style="list-style-type: none"> • Scalability up to 368 TDM and 896 IP Users (with 4 chassis, power supply required for each chassis) • Trunks: (with 4 chassis) <ul style="list-style-type: none"> ○ Analog – Max. 184 Ports ○ ISDN BRI – Max. 184 Channels ○ PRI – Max. 180 Channels ○ IP – 400 SIP trunks ○ No GSM and Radio Connectivity • Subscribers: (with 4 chassis) <ul style="list-style-type: none"> ○ Analog – Max. 368 ○ Digital – Max. 368 ○ IP Users – Max. 896 ○ Mobility – Dual ringing and call forward on Mobile phones, no mobile softphone client for Android/iOS

Features required by Enterprise

Directory Lookup	Simple access to Corporate Directory (LDAP) support with search parameters, output of results on the display and direct dialing from the displayed number	<ul style="list-style-type: none"> • Directory access available
Conference	<ul style="list-style-type: none"> • 15 Participants conference is possible. 	<ul style="list-style-type: none"> • 32 Party conference is possible
Voice Mail	<ul style="list-style-type: none"> • In-skin Voice Mail expansion card • 16 Ports, 500 mailboxes, up to 23000 hours storage Voice Mail Notification <ul style="list-style-type: none"> • Voice Mail to Email 	<ul style="list-style-type: none"> • 16 channel; 12/115 hours of storage; 896 Mailboxes
Fail-over	Automatic fail-over to secondary network and alternate routing (LCR alternate routing)	No information available
Reliability	<ul style="list-style-type: none"> • Built-in Power Failure Transfer 	No information available
Feature list	<ul style="list-style-type: none"> ○ UC Suite Built-in Auto-attendant ○ Call Conference ○ Conference Dial-in ○ Drag and Drop Conference ○ Attended or Supervised Call Transfer ○ Unattended or Unsupervised Call Transfer ○ Call Hold and Resume ○ Call Transfer ○ Call Forward ○ Call Forking ○ Call Park ○ Call Budgeting ○ Call to Voicemail ○ Call Pick-up Groups ○ Flexible Numbering ○ Hotel features ○ Live Call Supervision ○ Least Cost Routing ○ Logical Partitioning ○ Music on Hold ○ Presence and IM ○ Retrieve voicemail from a remote system (DISA) 	<ul style="list-style-type: none"> ○ Call Routing ○ Auto-attendant ○ Call Forwarding ○ Call Conference ○ Call Transfer ○ Call Park ○ Voicemail ○ PMS Interface ○ Voice Recording application ○ Email Notification ○ Presence & IM ○ Click to Dial ○ Multi-Language Support ○ Call Hold ○ Remote extension dialing ○ UC Suite ○ Hotel features

	<ul style="list-style-type: none"> ○ Hotline ○ DTMF relay ○ Fax Support ○ Operator Console/Attendant Console ○ Do Not Disturb (DND) ○ DID ○ Parallel Ringing ○ Radio Interface ○ CUG over GSM ○ PMS Interface 	
CTI	<ul style="list-style-type: none"> ● Yes-Open to any Third party CTI application provider 	<ul style="list-style-type: none"> ● Yes
Management	<ul style="list-style-type: none"> ● Web based management through any computer. Additional application is not required to access advance functions ● Web based GUI includes Configuration management, Backup 	<ul style="list-style-type: none"> ● Web based management (web intuitive user)
Call Detail Record	<ul style="list-style-type: none"> ● Call Detail Records – Incoming, Outgoing, Internal, Networked Systems ● Up to 12000 call records 	<ul style="list-style-type: none"> ● Call History
Networking	<ul style="list-style-type: none"> ● No Separate Gateway required. Networking possible through NX DBM VOCODER64 or T1/E1/PRI card ● Networking through SIP and QSIG (ISDN) 	<ul style="list-style-type: none"> ● Networking via P2P through CCIS (proprietary)
Installation	<ul style="list-style-type: none"> ● ETERNITY Rack Mount, Table Top and Wall Mount 	<ul style="list-style-type: none"> ● Rack Mount

Detailed Product Comparison:

Summary:

- **Easy Licensing Structure:**
 - With the purchase of VOIP Module (NXDBM VOCODER 64) following facilities are available:-
 - I. 4 Pre-activated SIP Trunks and 5 pre-activated SIP Extensions – **To make IP calls (domestic or international) for reduced telephony cost**
 - II. Proprietary Mobile Softphone VARTA for Android/iPhone is easily available on Play Store and App Store in ETERNITY GENX whereas in NEC SV9100, a third party Mobile Softphone is required– **Mobile or Teleworkers remains connected to office without any cost**
- **Extended connectivity:**
 - Supports 240 Analog users in ETERNITY GENX (from a single box) as compared to 368 users (stackable architecture) NEC SV9100– **Flexible capacity and more users**
 - Supports 40 GSM and UMTS (3G) Trunks in ETERNITY GENX which is not available in NEC SV9100– **Reduce fixed-to-mobile call charges and mobile-to-mobile charges with CUG**
 - Supports 240 ISDN T1/E1/PRI Trunks in ETERNITY GENX whereas only 180 PRI channels in NEC SV9100– **Reduces rental and cabling Cost**
 - Supports up to 16 Radio Ports, not available with NEC SV9100 – **Wireless Mobility in cases of no cabling infrastructure**
 - Supports up to 32 Magneto Ports which is not available in not available with NEC SV9100 - **For Secured Communication in Defense and Paramilitary forces**
- **Enhanced Flexibility:**
 - Matrix has Universal platform where user can plug-in any expansion card in any free expansion card slot, no need of external devices to offer scalability as in case of NEC SV9100, systems are stackable – **An additional investment for user.**
 - Added flexibility through mixed configuration Expansion cards – **Saves on investment for smaller or changing requirements.**
 - Flexibility of using same expansion cards within its variants (programmed once) – **Extended Hassle free scalability to users**

User Terminals



Analog phones



Digital key phones



IP Phones



Android/iPhones
Mobility Clients



PC
Soft phones



IP-DECT

ETERNITY GENX At a glance

System Resources (Capacity)	ETERNITY GENX
Trunks	
VOIP (SIP)	99
GSM SIMs	40
CO (TWT)	64
ISDN BRI	32
T1E1 ISDN PRI	8
Built-in Resources	
Multi-party Conference	15
Mount	Table Top, Wall Mount

Comparisons are based on the information available from brochures and manuals to the best of our knowledge. For more details please contact respective manufacturer.