

The Competitive Overview of Matrix ETERNITY GENX – The Unified Communication Server for Modern Enterprises against Alcatel Lucent Omni PCX

Comparative Product Study



ETERNITY GENX



Alcatel Lucent Omni PCX

SYSTEM OVERVIEW:

ETERNITY GENX12SAC System Architecture

- Ideal for Growing Enterprise up to 240 Users, Hotels, up to 200 rooms, Hospitals, 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, PC Soft Client

Alcatel Lucent Omni PCX

- Analog phone Systems - expandable up to 200 users (Analog and IP Mixed)
- Connectivity to GSM/3G is not available
- Limited phone options – Analog SLTs, Analog proprietary phones , IP/SIP phones, no proprietary Android/iPhone based Mobile Softphone

Built-in System Resources - Matrix ETERNITY GENX12SAC

| | |
|---|---|
| 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 |
| New age networks like GSM Connectivity | Built-in GSM and VOIP ports to offer mobility and IP telephony solutions for cost saving and future proof investments |
| VOIP Connectivity | NXDBM VOCODER supporting 128 VOIP trunks (64 VOIP Trunks per VOCODER) |

Built-in System Resources - Alcatel Lucent Omni PCX

| | |
|---|---|
| CO ports and Analog Phone ports | Ports to connect Analog Trunk Lines, Single Line Telephones and Analog Proprietary Telephones |
| Key Phone and Operator Phone ports | Ports to connect operator consoles, digital key phones |
| VOIP | VOIP ports to offer IP telephony solutions |
| IP Phones Ports | Ports to connect SIP Phones |
| AIP/AOP | External music/paging system connectivity |

Key Features of ETERNITY GENX12SAC

- **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 ETENRITY 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-Attendants languages, MoH, Six language support personalized greetings, and broadcasting message to mailboxes, voice mail to email notification and conversation recording up to 2300 hours.

| Value Parameters | Matrix ETERNITY GENX12SAC | Alcatel Lucent Omni PCX |
|---|--|---|
| System scalability | <ul style="list-style-type: none"> • Scalable up to 240 Analog users/999 IP users along with the organization's growth • Universal slot flexibility-any slots can be used for SLT, DKP, CO, ISDN BRI, T1/E1 PRI, GSM, E&M and Radio • VOIP and VMS Server mounted on the CPU leaving slots empty for extensions and trunk cards • One chassis for all the legacy and new-age networks • 64 voice mail channels with upto 2300 hours recording • Multi-media Gateway on license | <ul style="list-style-type: none"> • Alcatel Lucent Omni PCX supports upto 200 users (Analog and IP users mixed) • Reversible architecture, one slot is fixed for a card only • 8 ports voice mail channels • Software enabled Multimedia Gateway, requiring extra memory for storage |
| Mobility | <ul style="list-style-type: none"> • On-premise mobility with Wi-Fi extensions • Off-premise mobility with GSM/3G proprietary mobile/PC/Laptop softphone extensions • HF/VHF/UHF Radio Support (16 ports) | <ul style="list-style-type: none"> • Limited flexibility for mobility extension |
| Trunks and terminals connectivity options | <ul style="list-style-type: none"> • Converged platform offering various network interfaces like POTS, ISDN BRI, T1/E1 PRI, GSM/UMTS, VOIP, E&M and Radio to provide tailor-made solutions and future-proof investments • Flexibility of analog phones, digital key phones, DSS console, IP phones, Android/iOS based | <ul style="list-style-type: none"> • Offers network interfaces like POTS, T1/E1 PRI , ISDN BRI and VOIP with no support for GSM technology • Flexibility of analog phones, analog proprietary phones, IP Phones, IP proprietary phones |

| | | |
|--|---|---|
| | <p>mobile softphones, Windows based PC/Laptop phone, Radio Handsets and Magneto Phones as extension side connectivity</p> | <p>Limited flexibility for Mobility Extension</p> <ul style="list-style-type: none"> • No separate port for connecting Digital Key Phones/ Digital Operator Consoles |
| <p>Easy Licensing Structure to save cost</p> | <ul style="list-style-type: none"> • Web-based Management (From Local PC or Any Remote Location) • Built-in voicemail system manages and enhance customer service and for advance Voice Mail is Licensed for 2300 hours of conversation recording upto 64GB | <ul style="list-style-type: none"> • Web-based Management (From Local PC or Any Remote Location) • Voice Mail is Licensed with 200 hours (max) of conversation recording depending upon the memory card and 200 user mail boxes |

Detailed Product Comparison:

System Capacity Comparison:

| Specifications | Alcatel Lucent Omni PCX | Matrix ETERNITY GENX12SAC | Matrix Advantage |
|--------------------------------|--|--|---|
| Model/Configuration | | Matrix ETERNITY GENX12SAC | |
| Analog Line ports | | 64 | |
| Analog Phone ports | 200 | 240 | Scalability up to 240 users, reliable and low cost local area calls, Higher Capacity of FXS ports for Growing Enterprises |
| Digital Key Phone ports | NA | 96 | Advance Functionality Phones for users and operator |
| ISDN BRI | - | 32 | ISDN BRI is available to use existing infrastructure or to use dual channel for calling, ultimately saving cost |
| T1/E1 PRI lines | 3 | 8 | Multiple ITSPs allow making and receiving calls to different regions at cheapest call rates, multi-site networking via PRI/E1 and VoIP. Here H.323 is an old technology and SIP is new and globally accepted technology |
| VOIP trunks | 16 Expandable upto 48 | 99 (4 pre-activated) | |
| VOIP extensions | 32 (4 proprietary phones Pre-activated) 16 H.323 IP Phones 16 SIP IP Phones | Up to 500 (5 Pre-activated with VOIP Module) 500 SIP Phones | Choose from variety of IP extension options – IP key phones, Standard SIP phones, Softphones and Smartphones as office extensions having 5 pre-activated license |
| GSM/3G Mobile trunks | - | Up to 40 GSM /3G for Voice over 3G | Wirelessly connect to outside world for areas with no landline connectivity and reduce fixed-to-mobile call charges as well as mobile-to-mobile charges with CUG |
| Mobile extensions | Yes No Proprietary Softphone available | Yes (Standard Mobile Phones as Extensions) VARTA WIN200 proprietary Softphone available compatible with iOS and Android, Windows PC | Proprietary Softphone SPARSH M2S is free of charge and easily available on Android and Apple Stores providing one touch access to all the PBX features free of cost |
| Voice Mail System | 24 Channel VMS, 200 Mailboxes 2 Ports Auto-Attendant, Up to 200 Hours Recording | 64 channel VMS via Onboard USB Port, 5 Ports Auto-Attendant, Separate Mailboxes for every extension, Up to 2300 Hours Recording | Give your business a professional image and enhance customer service |
| Ethernet Port | Gigabit Port | Gigabit Port | Web-based remote management and CDR reports generation |
| Power Supply | 100-240 VAC, 50 Hz/60Hz | 100-240VAC, 47-63Hz 48 V (With battery back-up) | Universally adapted |

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Summary:

- **Easy Licensing Structure:**

With the purchase of VOIP module in SARVAM UCS following facilities comes free of cost:-

I. 4 free SIP Trunks which is licensed in Alcatel Lucent Omni PCX Office– **To make IP calls (domestic or international) for reduced telephony cost**

II. 5 SIP Extensions are free in SARVAM UCS which is licensed in Alcatel Lucent Omni PCX Office – **More options of connectivity like Mobile Softphones, PC based Softphones, SIP-Dect phones, SIP hard phones etc.**

III. Proprietary Mobile Softphone SARVAM VARTA for Android, iOS and Windows is easily available on Play Store and App Store in SARVAM UCS

whereas in Alcatel Lucent a third-party Mobile Softphone is required and even for that there is a license – **Mobile or Teleworkers remains connected to office without any cost**

- **Extended connectivity:**

- Connectivity upto 240 Analog users/999 IP users in ETERNITY GENX compared to 200 (Analog+IP) users in Alcatel Lucent Omni PCX Office– **Flexible capacity and more users**
- Support to 40 GSM and UMTS (3G) Trunks in ETERNITY GENX12SAC which is not available in Alcatel Lucent Omni PCX Office – **Reduce fixed-to-mobile call charges and mobile-to-mobile charges with CUG**
- Support to 32 ISDN BRI Trunks in ETERNITY GENX which is not available in Alcatel Lucent Omni PCX Office– **Provides diversification to cater different markets like England, United States, Canada, India, Japan, France, Germany where ISDN BRI is commonly used**
- Support to 8 ISDN T1/E1/PRI Trunks in ETERNITY GE compared to 3 PRI Trunk of Alcatel Lucent Omni PCX Office– **Reduces rental and cabling Cost**
- Supports up to 16 Radio Ports – **Wireless Mobility in cases of no cabling infrastructure**
- Supports up to 4 Magneto Phones – **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, respective cards should be inserted in the respective slots only in case of Alcatel Lucent Omni PCX – **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/iOS Softphones



PC Softphone



IP-DECT

ETERNITY GE At-a-glance

| System Resources (Capacity) | ETERNITY GENX12SAC |
|-----------------------------|-----------------------------------|
| Trunks | |
| VOIP (SIP) | 99 (4 pre-activated) |
| GSM SIMs | 40 |
| CO (TWT) | 64 |
| ISDN BRI | 32 |
| T1E1 ISDN PRI | 8 |
| Built-in Resources | |
| Multi-party Conference | 21 |
| Mount | Table Top, Wall Mount, Rack 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.