

## 3CX vs Avaya Comparison

| S.No | Specifications      | 3CX   | Avaya  | Notes   |
|------|---------------------|---|--|---|
| 1.   | Protocol            | 3CX uses open-standard SIP protocol used by the vast majority of vendors  | Avaya's main use and focus is the H.323 protocol.  | H.323 is not the dominant industry standard.<br><br>The only way to avoid vendor lock-in is to go with a SIP-based solution (i.e. 3CX). |
| 2.   | Gateways            | 3CX offers much more flexibility in terms of supported Gateways that are certified and supported by 3CX.  | Complicated to configure the gateways. Not user-friendly.                                    |   |
| 3.   | Operating System    | 3CX being software-based also avoids hardware lock-in. The end customer can choose easily to upgrade the PBX and the 3CX software can be installed in a number of different ways (HyperV/VMware or also on a dedicated physical appliance if that is preferred) | 3CX is software-based and can be virtualized, Avaya cannot.                                  |   |
| 4.   | OS Patches          | Windows & Linux get regular security patches.   | No OS patches provided.  |   |
| 5.   | Mode                | Software-based.   | Appliance-based.   |   |
| 6.   | Hardware Investment | No need for a dedicated machine or a low-performance appliance.<br><br>Optionally, using Hyper V or VMware for virtualizing your PBX and separate it from other apps, without requiring a dedicated PBX server.   | Not possible on virtualization   |   |
| 7.   | Concurrent Calls    | 3CX's cost per simultaneous call is much more cost-effective than the cost per extension model.   | To enable a SIP trunk/SIP extension on the Avaya PBX, additional licenses must be purchased. |   |
| 8.   | IP Phones           | 3CX using standard SIP protocol. So it allows for a large variety of IP phones to select.   | Avaya using H.323. So only limited devices are supported.                                    |   |

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| 9.  | Web meeting                            | Complimentary – WebRTC<br>3CX Web meeting license completely free of charge in addition to the phone system itself.  | Need to purchase separately.                              |  |
| 10. | Supported devices for video conference | Participants can even attend these online Web Meetings via their WebRTC-enabled browsers/Android or iOS devices and see the slides/shared the screen as the Presenter is speaking. | This does not apply to Avaya.                             |  |
| 11. | Softphones & Web Softphones            | 3CX Softphone for Win/Mac<br>3CX Softphone for IOS & Android. And easy to configure.   | Complicated to configure the softphones.                  |  |
| 12. | Click2Meet & Click2Call                | 3CX has excellent Advanced contact center features - such as Click2Meet and Click2Call (apart from the standard contact center features).  | WebRTC-based Click2Meet is not included with Avaya.       |  |
| 13. | Knowledge                              | Easy installation & management.  | Need a special skill set to install and maintain the PBX. |  |
| 14. | Security                               | Various security measures are available in 3cx. Additionally, you can add another layer of protection using your firewall.   | Security options are less comparing with 3cx.             |  |