

Avaya Scopia® Desktop and Scopia® Mobile

Video Conferencing Ease-of-Use Evaluation versus Polycom RealPresence

EXECUTIVE SUMMARY

From daily telecommuting to international presentations, video conferencing is gaining popularity as a way to connect in the workplace. Additional capabilities for tablets and smartphones allow users to enjoy full access to office operations from virtually anywhere, though often this increased functionality requires more setup. When preparing for a meeting, most users cannot afford to waste time and risk downloading, configuring and launching several different components in order to be able to participate in a video conference.

Avaya, Inc. commissioned Tolly to evaluate the ease-of-use of its Scopia Video Conferencing solution for desktops and mobile versus the desktop and mobile clients for Polycom, Inc. RealPresence. Tolly engineers evaluated the ease-of-use for a first-time user to join a meeting for both desktop and mobile clients, and the features/functions available to a user once joined. Tolly validated that Avaya Scopia Desktop allows first time users to easily download, launch and join meetings in less than 1 minute, compared to about 7 minutes required for Polycom RealPresence. See Table 1.

THE BOTTOM LINE

Avaya Scopia® Desktop and Scopia® Mobile:

- 1 Demonstrate an easier and faster setup for both desktop and mobile clients, when compared to Polycom RealPresence
- 2 Provide richer feature sets than Polycom RealPresence for both desktop and mobile clients
- 3 Allow first time users to enter a conference from their desktop with less than 60 seconds of setup time required, versus 7 minutes for Polycom RealPresence

Video Conference Desktop Client: Install, Launch and Join Conference

Time and Steps

Avaya Scopia vs. Polycom RealPresence

Conferencing Solution Launched from Desktop	Time (min.) and Steps Needed to Join Conference	
	Time	Steps
Avaya Scopia Desktop	<1 min	6
Polycom RealPresence Desktop	~7 min	50

Note: Assumes that the video conference client has not yet been installed. Each click or keystroke string is counted as one step.

Source: Tolly, October 2013

Table 1

Executive Summary (Con't)

As part of the evaluation, Tolly engineers also tested both vendor solutions running on an Apple iPad and found that the Avaya Scopia provided a similarly easy deployment experience for a first-time user. In addition, conference participant functionality on a mobile device was not sacrificed using Avaya Scopia Mobile.

Polycom RealPresence, by contrast, required first-time mobile users to download the app manually and then manually dial in to the meeting, whereas Avaya Scopia launched automatically.

Test Results

Join the Meeting on a Desktop

Both Avaya and Polycom provide a plug-in for Microsoft Outlook to create invitations with a link to join the conference.

Avaya Scopia Desktop Server creates a Website which can be made public on the Internet with a user-specified URL. In the invitation for an Avaya Scopia meeting, the enclosed link directs remote users to the Website.

The users are then prompted to enter their name for the meeting roster, and join the meeting by clicking "participate".

The users are then prompted to install the Scopia Desktop Install Manager and, subsequently, the Conference Client via a separate pop-up window.

Avaya, Inc.

Scopia Desktop and Scopia Mobile



Video Conferencing Ease-of-Use Evaluation

Tested October 2013

Overall, the install and deployment process for Avaya Scopia Desktop is streamlined and took Tolly engineers less than 1 minute and 6 steps (i.e., clicks or keystrokes) to join the Avaya Scopia video conference. See Table 1.

Polycom's invitation also includes a link to join the conference. However, its built-in

Video Conferencing Feature Comparison of Avaya Scopia vs. Polycom RealPresence For Desktop and Mobile Applications

Feature/Function/Capability	Video Conferencing Solution	
	Avaya Scopia Desktop	Polycom RealPresence
Review list of attendees in conference	✓	-
Sharing content from user-selected application	✓	✓
Sharing content of the user entire desktop	✓	✓
Private chat with another conference participant	✓	-
Chat with all participants	✓	-
"Hand Raise" Functionality	✓	-
Ability to swap video and content windows	✓	-
Content annotation	✓	-
Feature/Function/Capability	Avaya Scopia Mobile	Polycom RealPresence Mobile
Reviewing content that has already been shared	✓	-

Note: A "✓" denotes if a feature is present. A "-" indicates that a feature is not present.

Source: Tolly, October 2013

Table 2



functionality is only compatible with the Polycom Converged Management Application (CMA) Desktop, the Microsoft Office Communicator client, or a calendaring-enabled Polycom HDX. ¹ These components are not typically deployed and configured to use with the Polycom RealPresence conference for a third party, first-time user.

Tolly engineers, simulating a typical first-time user, were able to join the conference by first registering to a free 30-day trial version of the Polycom RealPresence Desktop client and using it to manually dial into the conference with the conference number and the Polycom RealPresence Access Director server's IP address.

The RealPresence Desktop client's installation requires the Microsoft .NET Framework 4, which Tolly installed as part of the evaluation. When the .NET Framework finished installing, the Windows 7 system asked for reboot.

The following are the steps Tolly evaluated for each solution. For Avaya: 1. Click the conference link in the invitation, 2. Click the "Your name" box, 3. Type in name, 4. Click

"Participate Now", 5. Click "Install", 6. Click "Run" (then automatically joined the conference after install finished).

The process for Polycom was significantly longer. Engineers first had to navigate to the Polycom RealPresence Desktop trial download Web page, fill in registration information, agree to the end-user license agreement (EULA) and download the application, which totaled 21 steps and approximately 2 minutes and 15 seconds. Engineers then were required to download and install Microsoft .NET Framework 4.0, restart the Windows 7 operating system as requested, which totaled 13 steps and took about 3 minutes and 5 seconds.

Actually installing the Polycom RealPresence Desktop client took engineers 9 steps and took 40 seconds. In order to launch the RealPresence Desktop, the user must skip sign in, continue to the trial version, and manually dial in to the conference, which totaled about 7 steps and took about 1 minutes and 10 seconds. See Table 1.

The whole process for Tolly engineers to join the Polycom video conference took

about 7 minutes and totaled 50 steps. For the purposes of this evaluation, a "step" is defined as a mouse click or double click, or a typing action.

Call Experience and Functionality

Tolly engineers evaluated the breadth of standard features available to the user once they are logged into the video conference.

The features tested in the video conference included: Reviewing a list of attendees on a call, sharing content from a selected application, sharing content from a user's entire desktop, private chat capability, group chat capability, ability to "raise hand" in the meeting while being muted, the ability to swap windows between video and content, and the ability to annotate content.

Avaya Scopia Desktop provided all of the above capabilities to a user, whereas Polycom RealPresence only allowed a user to choose to share content from an application, or to share their entire desktop. See Table 2.

Video Web Conferencing Solutions Mobile Ease-of-Use Comparison Avaya Scopia Mobile vs. Polycom RealPresence Mobile

Conferencing Solution Launched from Mobile	Launch the App Store and Direct to App Download from Invite	Launch App and Join Conference from Invite
Avaya Scopia Mobile	Automatic	Automatic Launch, Automatic Dial and Join
Polycom RealPresence Mobile	Manual*	Manual Launch, Manual Dial

Note: "Automatic" only if the sender/organizer manually finds the Polycom RealPresence Mobile's link in the Apple App Store and includes it in the email invitation.

Source: Tolly, October 2013

Table 3

¹ Not tested. Per the Polycom RealPresence Collaboration Server (RMX) 1500/2000/4000 Administrator's Guide Version 8.1: http://support.polycom.com/global/documents/support/user/products/network/RMX_Administrators_Guide_V_8_1.pdf



Mobile Client Comparison

Tolly engineers evaluated the experience of a first-time user attempting to join a meeting from a mobile client, in this case, an Apple iPad.

Upon selecting the link in the Avaya Scopia meeting invitation, the Safari browser opened the Scopia Mobile "join meeting" Web page. After clicking the "Install SCOPIA Mobile" button on the Web page, the Scopia Mobile app in the app store automatically popped up and prompted the user to install. When the installation finished, Tolly engineers went back to the Safari browser and clicked the "Join Meeting" button. The Avaya Scopia Mobile app then automatically launched and dialed into the conference.

For Polycom RealPresence, Tolly engineers manually downloaded the Polycom RealPresence app and then had to manually enter the conference information.

Test Setup & Methodology

A Windows 7 laptop was used to test the video conferencing solutions' desktop clients. An Apple iPad with iOS 7 was used to test the mobile clients. A permanent video conference room in each system was tested. Tolly engineers tested the solutions simulating a first-time, remote participant who had not previously installed the video conference client software.

For the "join conference" test Tolly engineers measured the time and steps needed from opening the conference invitation e-mail to actually joining the conference. A mouse-click action (single or double click) or typing a string was counted as one step.

About Avaya Scopia® Desktop and Scopia® Mobile

Avaya Video Conferencing removes the barriers of distance, making you more effective whether you're working from your desktop, conference room, or mobile device.



Our Scopia® Desktop extends a room system deployment to remote and desktop users. We create personal conference rooms without walls, where users can participate in voice and video communications and content sharing. Connect to this virtual conference room from anywhere, and invite other users or room systems. The simple Web browser plug-in is centrally managed, distributed and deployed without complex licensing fees or installation issues.

Our Scopia® Mobile provides applications for video conferencing, conference control and management for smartphones and tablets supporting Apple® iOS and Google Android™ when connected over mobile broadband or Wi-Fi.

To Learn More about Avaya Scopia®, click the link below:
<http://www.avaya.com/usa/product/scopia-desktop-and-mobile-applications>

Source: Avaya

Video Conferencing Solutions Components Under Test Avaya Scopia Desktop and Polycom RealPresence

Avaya Scopia Component Product Name	Software Version
Scopia Mobile	3.2.0
Scopia Desktop - Conference Client	7.18.100.37
Scopia PathFinder	8.2
Scopia Management	8.2
Scopia Desktop Server	8.2.1
Scopia Elite MCU	8.2.1
Polycom RealPresence Component Product Name	Software Version
RealPresence Mobile	3.0.1-41989
RealPresence Desktop	3.0.0.38914
RealPresence Access Director	3.0
RealPresence Resource Manager	8.0.1
Distributed Media Application DMA 7000	6.0.2.1
RMX 2000	8.17.35

Source: Tolly, October 2013

Table 4



About Tolly

The Tolly Group companies have been delivering world-class IT services for more than 20 years. Tolly is a leading global provider of third-party validation services for vendors of IT products, components and services.

You can reach the company by E-mail at sales@tolly.com, or by telephone at +1 561.391.5610.

Visit Tolly on the Internet at: <http://www.tolly.com>

Interaction with Competitors

In accordance with Tolly's Fair Testing Charter, Tolly contacted representatives from Polycom to review the test plan and participate in testing. Polycom did respond to Tolly's invitation.

For more information on the Tolly Fair Testing Charter, visit:

<http://www.tolly.com/FTC.aspx>



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