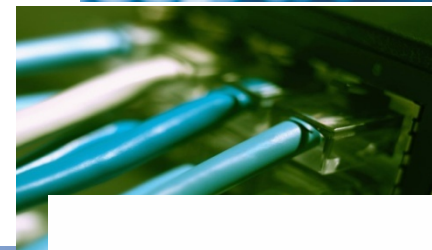


Open Source: What's Its Role In Enterprise Voice?

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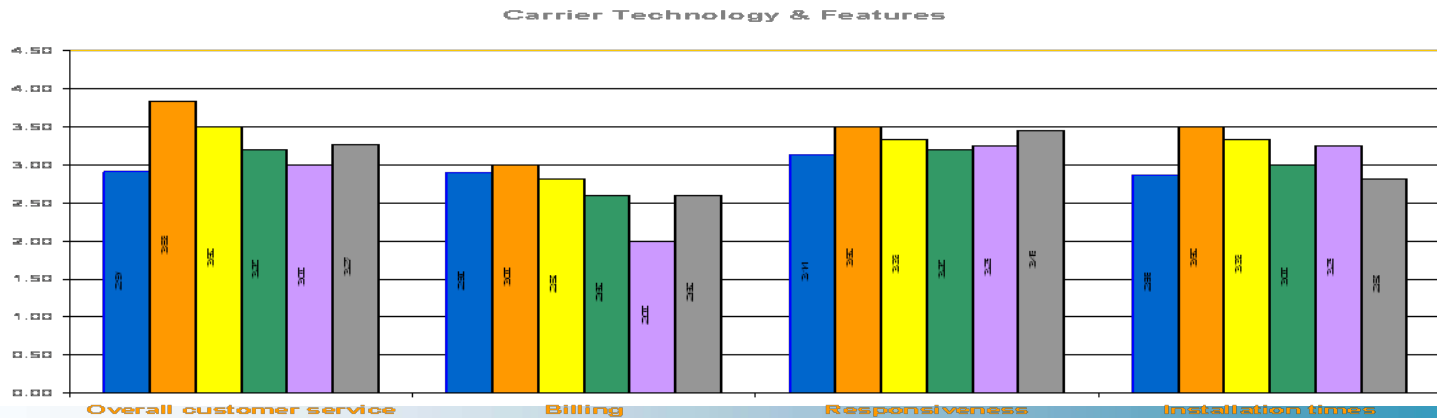
Agenda

- ⊕ **About Nemertes Research**
- ⊕ **Why Open Source?**
- ⊕ **Recommendations**

Introductions

⊕ About Nemertes

- ⊕ Founded October 2002
- ⊕ Research data comes from network of 2,500+ IT executives willing to discuss their issues and concerns at length
- ⊕ Analysts all have 17-30 years industry experience, including operational
- ⊕ Focused on analyzing the business value of emerging technologies
- ⊕ Advise leading global enterprises, carriers, vendors, investment firms on emerging technologies.



Distributed Enterprise: Overview

Streamlined Communications

89%

More virtual workers

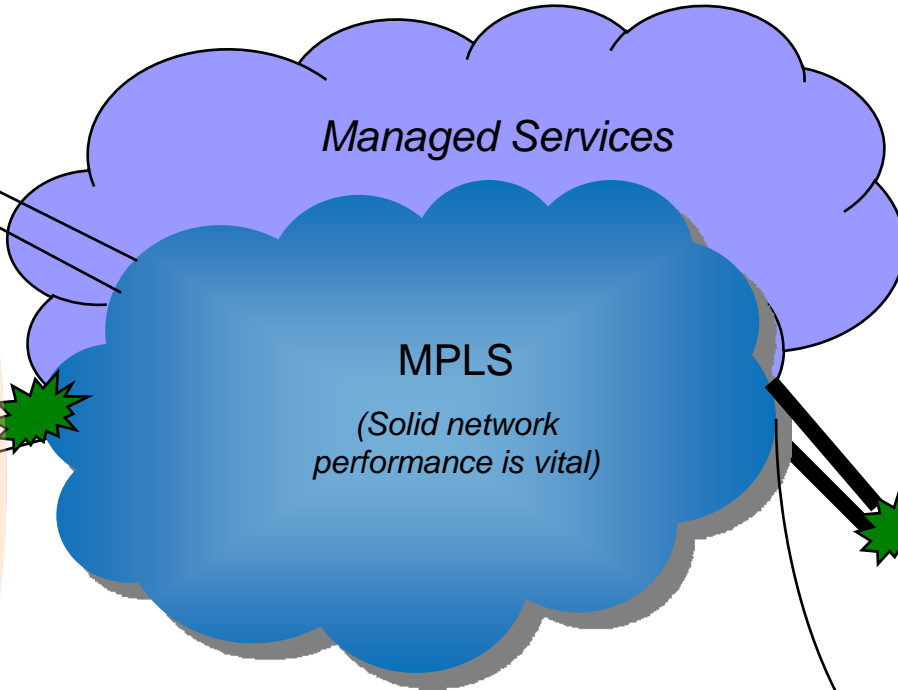
6.8%

More branch offices

Optimization

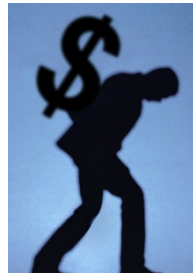
18%

Few IT personnel in the branch



57%

More centralized apps & data

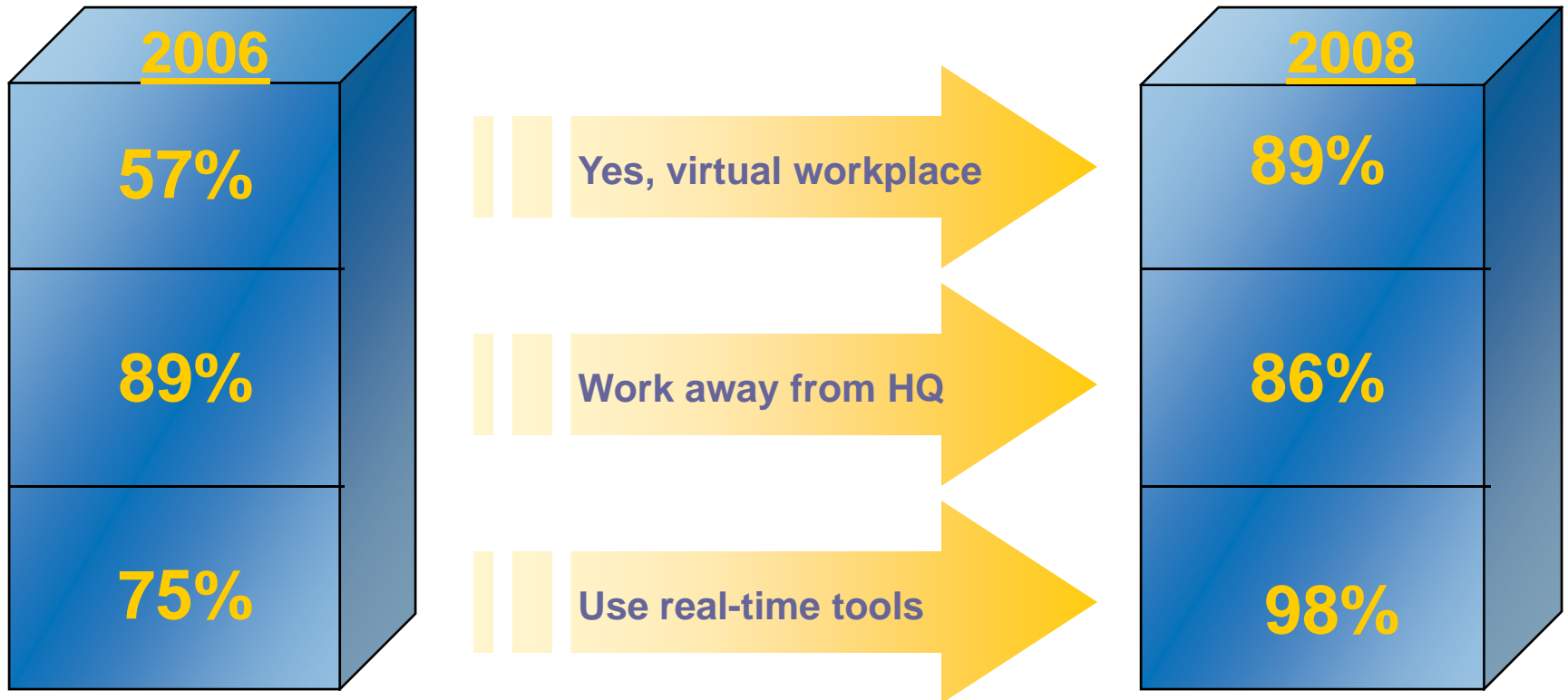


44%

Flat IT budgets

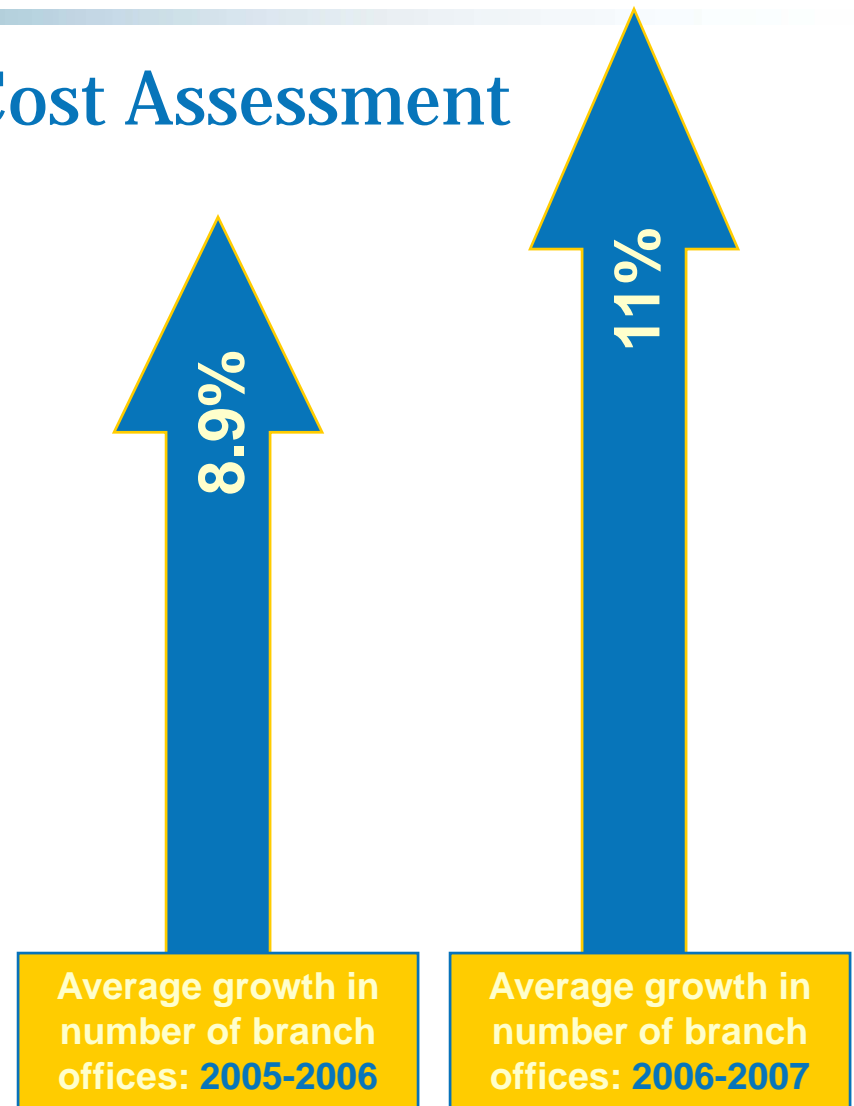
More bandwidth demands

Virtual Workplace 2008



Branch Office IT Cost Assessment

- ⊕ 10%-50% of IT staff time spent troubleshooting remote offices.
 - ⊕ Larger companies: 30%-50%
 - ⊕ Smaller companies: 10%-30%
- ⊕ Cost=\$9,600 to \$48,000 annually *per IT person* on salaries alone to troubleshoot branch offices.
- ⊕ Truck-roll costs, per incident, range from \$500 to \$2,500.
- ⊕ Technician on site: \$100 to \$250 per hour. Minimum 3 hours for total of \$300 to \$750 per incident.



The Many Flavors of Open Source

- ⊕ As a methodology
 - ⊕ Multiple people working together on code, sharing efforts
- ⊕ As an application
 - ⊕ Freely downloadable source code
 - ⊕ Users are free to modify source-code
 - ⊕ Modifications should be delivered back to the open source community
 - ⊕ May be governed by license rules such as GPL



So Why Are Enterprises Interested?

⊕ Free is good!

- ⊕ Free beats paying big licensing fees
- ⊕ Free means you can run it on whatever hardware you want
- ⊕ Free means you can deploy to as many users as you want

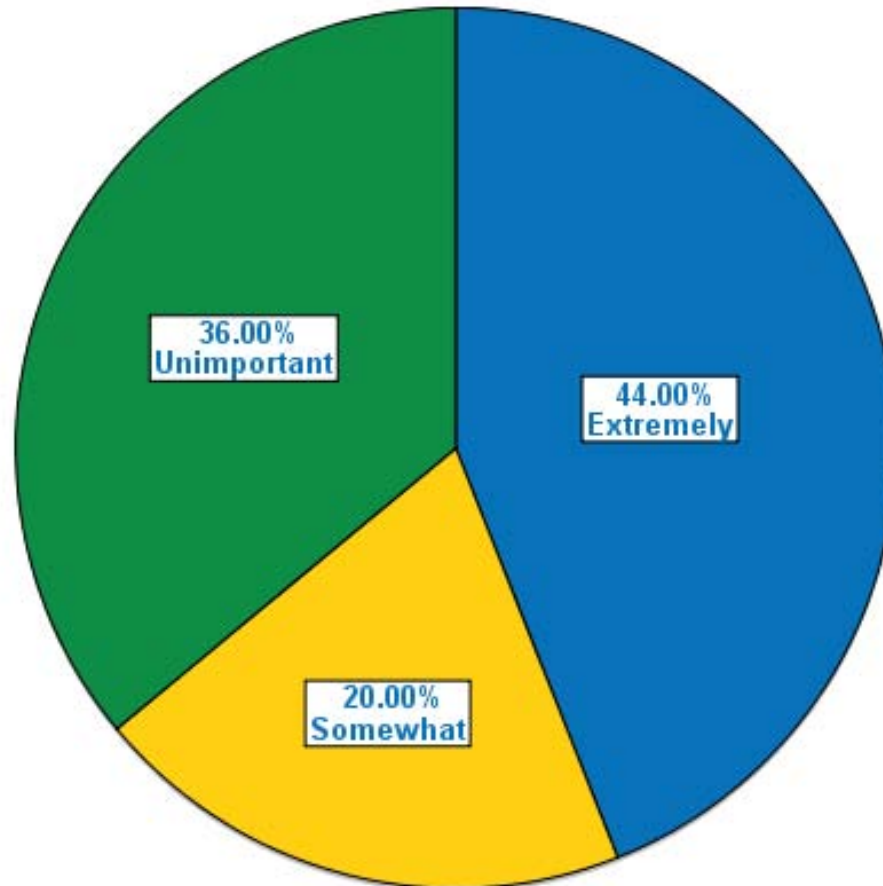
⊕ Open is good!

- ⊕ Easy to customize
- ⊕ Easy to extend
- ⊕ Easy to understand how it works

⊕ Open source leads to cheap products

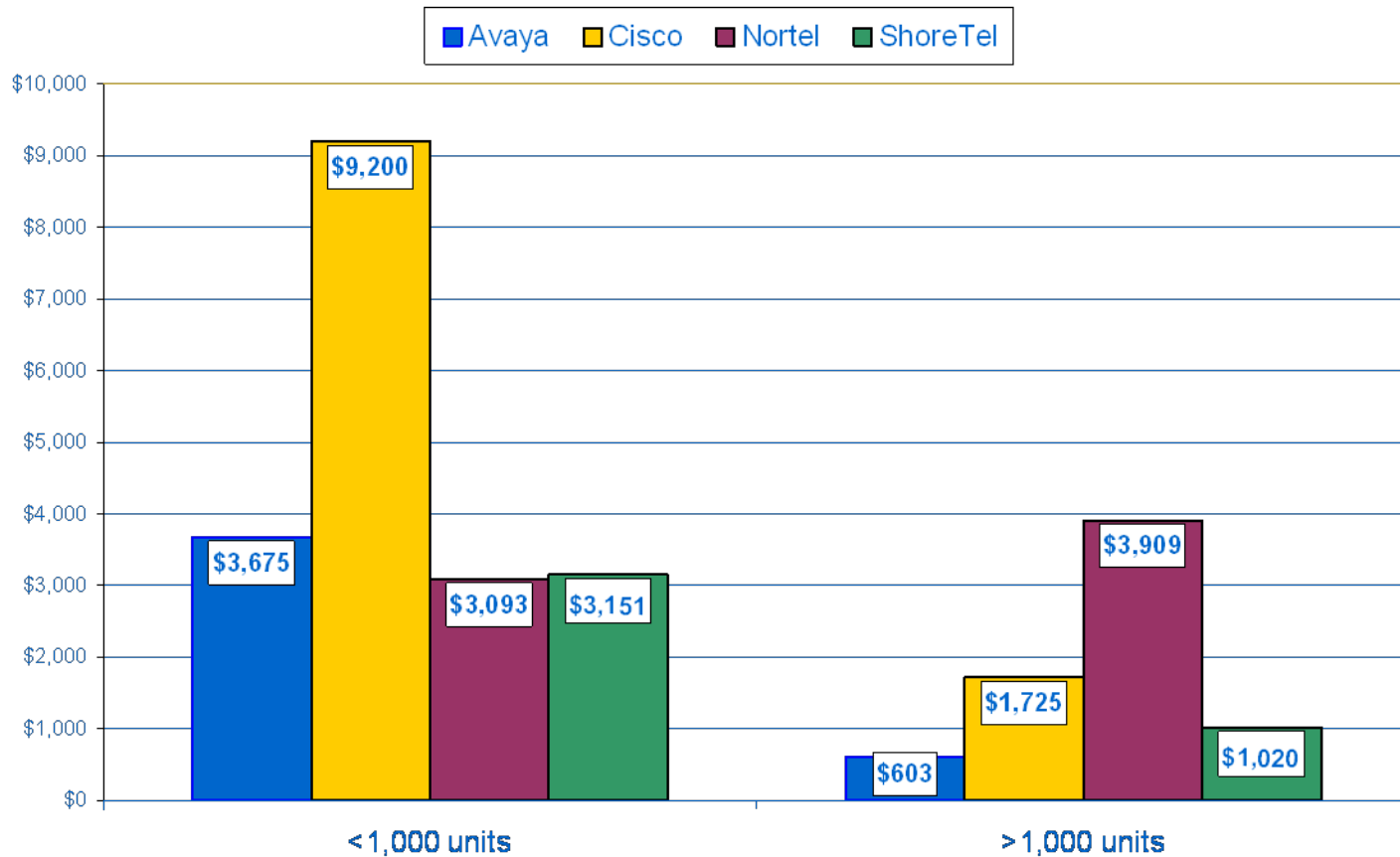
- ⊕ More on that later.....

Importance of Support for Multiple Server Platform



TCO – Mean Costs

Total Cost of Ownership-VOIP Systems–2007



So What's Not To Like?

⊕ Support.....

- ⊕ Open source community
- ⊕ Mailing lists
- ⊕ Forums/conferences
- ⊕ Your own smart people

⊕ Or....paid support

- ⊕ The “Red Hat” model
- ⊕ Free software, pay for support
- ⊕ May include support for custom modules/extensions
- ⊕ May include customized versions of open source code base

When is open source not open?

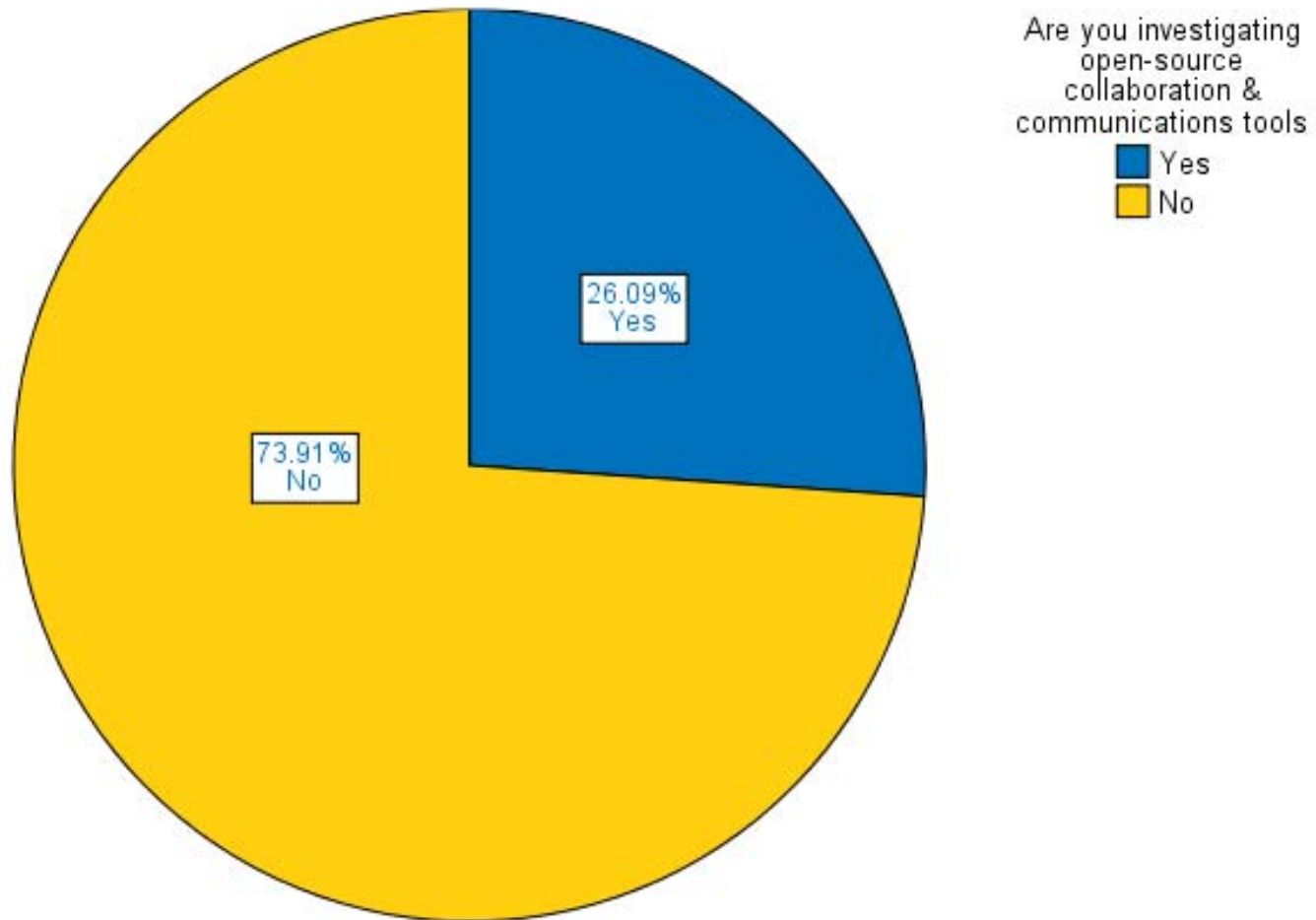
⊕ When it's closed???

- ⊕ Example: vendors make source code available, but only to paying customers
- ⊕ Customers can modify the code to their liking, but they can't distribute it outside of their organization
- ⊕ For example – Nortel SCS 500 / Pingtel

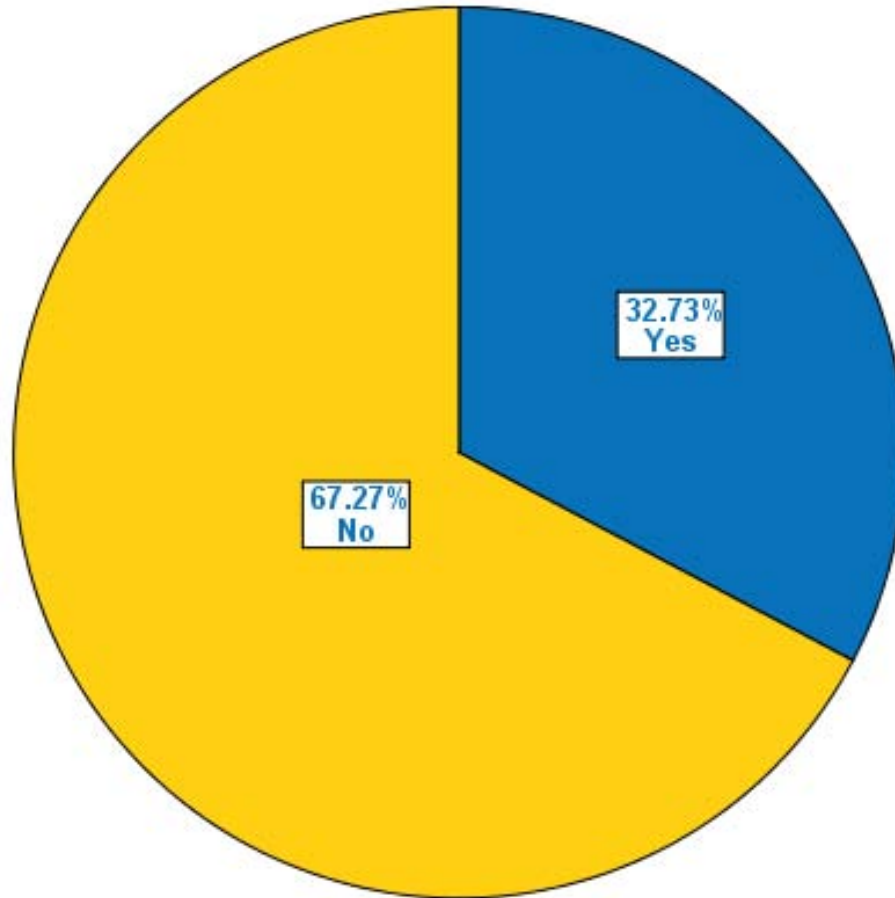
Enterprise Views

- ⊕ They are listening
 - ⊕ Remember, free is good
 - ⊕ Lot's of open source out there already (Apache, Linux, to name a few)
- ⊕ But, significant concerns remain
 - ⊕ Support
 - ⊕ Features
 - ⊕ Unified communications plans
 - ⊕ Integration
 - ⊕ Management
 - ⊕ Varying vendor strategies (more on that in a bit)
 - ⊕ Vendor survival

Are You Investigating Open Source VOIP?



Open-Source Part of UC Strategy?



Recommendations

- ⊕ Evaluate open source products for your VOIP/UC needs
 - ⊕ Either as the basis or to supplement your VOIP/UC needs
- ⊕ Keep abreast of open source developments
 - ⊕ For SMBs especially, open source-based products and open source code offers significant opportunities to save money
- ⊕ Match open source with your requirements
 - ⊕ Pay specific attention to UC
 - ⊕ Can you get sufficient support?
 - ⊕ Do you want to support the open source community?