

Wainhouse Research BroadSoft Provider RFI

Thank you for your interest and participation in the Wainhouse Research BroadSoft Provider Power Ranking Report. This document provides an overview of the supporting Request For Information (RFI) that will support this Power Ranking Report. Please review the following information regarding this RFI:

- This report is focused on BroadSoft-based UCaaS offers. Please only include related services and products in your responses.
- Please keep responses brief - limits stated are enforced. We are familiar with BroadSoft's offers and looking primarily at the differences in service offerings. Respondents are advised to focus on service and implementation differentiators.
- This document is for review only. Responses will be submitted via an online form - every qualified partner will be sent a unique URL under separate cover. Please submit final responses prior to the deadline.

REQUEST FOR INFORMATION DETAIL

Section 1- Company Detail			
Q#	Max Char	Question	Response
1a	80	Company Name:	
1b	80	Company Address:	
1c	80	Technical contact(s):	
1d	80	Total number of full time employees (approximate):	
1e	80	Approximate total number of staff involved in customer service function:	
1f	80	Approximate total number of engineers on operations staff:	

Section 2 - Company Certifications			
Q#	Max Char	Question	Response
2a	300	Please list all certifications related to your BroadSoft UCaaS service. Please clarify if a certification is applied at the company level, or if individual, how many employees are certified.	

Section 3 – Market Presence			
Q#	Max Char	Question	Response
3a	80	What is your primary service region?	
3b	80	Which markets are you submitting for consideration? (Note: Inclusion criteria states providers must have BroadSoft based competitor in their evaluated market)	
		USA	
		USA and Canada	
		Europe	
		Asia	
		Australia and/or NZ	
		Other:	
3c	300	Please list the primary BroadSoft competitors within the region you are submitting for consideration (3 Max):	
3d	80	Who is your primary non-BroadSoft competitor?	

Section 4 – Channel Distribution			
Q#	Max Char	Question	Response
4a	80	What % of your Enterprise UCaaS sales are generated via the following channels: (%s should add up to 100%)	
		Direct sales	
		Indirect via an SI who adds value	
		Indirect via distributors (or agents) that primarily resell (i.e. do not add significant additional value)?	

Section 5 – Contracts and invoicing			
Q#	Max Char	Question	Response
5a	300	What is the average duration in months for new contracts?	
5b	300	Please describe your invoicing policy (Per user per month? monthly? in advance or in arrears? flat rate or usage based? Other?)	

Section 6 – Core UCaaS Solution			
Q#	Max Char	Question	Response
6a	300	Please briefly describe unique aspects of your flagship BroadSoft-based UCaaS based solution.	
6b	300	Do you support 911 or E911? Please describe.	

Section 7 – Conferencing			
Q#	Max Char	Question	Response
Audio Conferencing			
7a	300	Please summarize how audio conferencing is provided, and if there is any integration with the UCaaS offer?	
7b	300	Please describe your audio conferencing billing model (per minute, bundled, etc.)	
Web Conferencing			
7c	300	Please summarize how web conferencing is provided, and if there is any integration with the UCaaS offer?	
7d	300	Please describe your web conferencing billing model (per minute, bundled, etc.)	
Video Conferencing			
7e	300	Please summarize how video conferencing is provided, and if there is any integration with the UCaaS offer?	
7f	300	Describe how/if multipoint video is supported	
7g	300	What is the preferred user client?	
7h	300	Does your video conferencing solution integrate with standards-based room systems? If so describe.	
7i	300	Please describe the video conferencing billing model (per minute, bundled, etc.)	

Section 8 – Instant Messaging and Presence			
Q#	Max Char	Question	Response
8a	300	Please describe any unique aspects of IM/Presence within your offer.	
8b	300	Can organizations federate (share presence, IM) with other customers across your UCaaS service? If yes, please describe.	
8c	300	Can organizations federate (share presence, IM) with other BroadSoft customers from other providers? If yes, please describe.	
8d	300	Can organizations federate (share presence, IM) with other non-BroadSoft IM and presence services (public IM, Lync, Jabber etc) If yes, please describe.	

Section 9 – Desktop Client(s) and Endpoints			
Q#	Max Char	Question	Response
9a	300	Is your desktop client included with the base UCaaS offer, or do you charge for an incremental license? What is the list cost if incremental?	
9b	300	Do you OEM the desktop client? If yes, what is the brand of the client?	
9c	80	What percent of your business users have licensed or otherwise have access to the desktop UC client?	
Which of the following features does your desktop client support?			
9d	80	Directory integration	
9e	80	Standard Presence (Offline, Away, Available, Busy)	
9f	80	Rich Presence (Location, Custom Message, etc)	
9g	80	Instant Messaging	
9h	80	VoIP (client to client)	
9i	80	Telephony (send/receive calls)	
9j	80	Visual Voice Mail	
9k	80	Unified Messaging (voicemail to email)	
9l	80	Escalation from IM to voice	
9m	80	Desk phone control	
9n	80	Call Recording	
9o	80	Video – client to client	
9p	80	Video – to standards-based clients / room systems	
9q	80	Escalation from voice to video	
9r	80	Escalation from IM to video	

Section 10 – Mobile Client(s) and Endpoints						
Q#	Max Char	Question	Response			
10a	80	Are mobile clients included with the base UCaaS offer, or do you charge for an incremental license? What is the list cost if incremental?				
Which of the following features do your mobile clients support?						
		Feature	IOS	Android	Blackberry	Windows
10b	80	Directory				
10c	80	Presence				
10d	80	IM				
10e	80	VoWiFi				
10f	80	Vo3G/HSPA				
10g	80	VoLTE				
10h	80	Vo-Callback				
10i	80	Video				
10j	80	Content Sharing				

Section 11 – Browser Client(s)					
Q#	Max Char	Question	Response		
11a	80	Do you support a browser client? What browsers are supported if so?			
11b	80	Does your browser client require an add-in to be installed?			
Which of the following features does your browser client support?					
11c	80	Directory integration			
11d	80	Standard Presence (Offline, Away, Available, Busy)			
11e	80	Rich Presence (Location, Custom Message, etc)			
11f	80	Instant Messaging			
11g	80	VoIP (client to client)			
11h	80	Telephony (send/receive calls)			
11i	80	Visual Voice Mail			
11j	80	Unified Messaging (voicemail to email)			
11k	80	Escalation from IM to voice			
11l	80	Desk phone control			
11m	80	Call Recording			
11n	80	Video – client to client			
11o	80	Video – to standards-based clients / room systems			
11p	80	Escalation from voice to video			
11q	80	Escalation from IM to video			

Section 12 – Hard Phones			
Q#	Max Char	Question	Response
12a	80	Do you offer hard phones? If yes, please specify for purchase and/or rental.	
12b	80	Are endpoints configured prior to shipping? (Plug and play)	
12c	300	If a customer has a SIP based endpoint, please describe policies regarding use and configuration.	

Section 13 – Account Administration and Management			
Q#	Max Char	Question	Response
The following question pertains to a customer administration web portal. If you do not offer a web portal, please skip this section.			
13a	80	Can a customer perform moves, adds and changes including adding and deleting licenses, via your portal?	
13b	80	Can a customer define employee profiles (class of service, features, billable options) via your portal?	
13c	300	Briefly summarize any role-based portal capabilities (e.g. IT administrator, super admin, accounting, user, etc.)	
13d	80	Can UCaaS services and equipment charges be paid via the portal?	

Section 14 – Network Environment			
Q#	Max Char	Question	Response
What percent of supported end-points connect to your UCaaS service via the following (Total should = 100%):			
14a	80	Carrier grade networks such as IP MPLS, Ethernet, T1, etc.	
14b	80	Internet / OTT	

Section 15 – Security and Compliance (Optional)			
Q#	Max Char	Question	Response
15a	300	Please identify any data center, regulatory, or government-related compliance certifications attained.	

Section 16 – Service Activation			
Q#	Max Char	Question	Response
16a	1000	Please describe the processes for activating a new 100-seat customer: i.e. porting a customer from their current (assuming premise-based) environment to your UCaaS solution? What are the customer responsibilities?	
16b	80	Can a customer activate new service online / without human/live interaction?	
16c	80	What is the average timeframe that a new 100 seat account/activation (no porting) will typically take (< 1 week, 1-2 weeks, more than 3 weeks)	

Section 17 – Customer Service and Support			
Q#	Max Char	Question	Response
17a	300	Please describe your Tier 1 (end-user) support process, including available hours, language support, in-region call centers, etc. (N/A if not available)	
17b	300	Please describe your Tier 2+ (administrator) support process, including available hours, language support, in-region call centers, etc. (N/A if not available)	
What percent of your customer support is delivered via the following modalities (total should = 100%):			
17c	80	Telephone	
17d	80	Email	
17e	80	Web Chat	
17f	80	Video	
17g	80	Online ticketing system	
17h	300	What metrics do you use to track customer churn? What is your current churn rate based on this metric?	
17i	300	What metrics do you use to track customer satisfaction? What is your current level of customer satisfaction based on this metric?	

Section 18 – Service Level Agreements			
Q#	Max Char	Question	Response
Please submit a copy of your current enterprise-level SLA via email , and please describe the following components:			
18a	300	Service availability, delay, bit error rate, QoS, etc.	
18b	300	Installation schedules, mean time to repair, & tech support.	

Section 19 – Pricing			
Q#	Max Char	Question	Response
19a	300	<p>Please provide estimated pricing for 100 seat installation based on the following assumptions. List the features / components you are including in this estimate.</p> <p>Assumptions:</p> <ul style="list-style-type: none"> - 70 new phones, porting numbers, UM, typical use of LD - 10 basic users - 80 knowledge users with multiple devices - 10 Power users - 1 location - quality dedicated circuit if offered (price separately). 	

Section 20 – Contact Center (Optional)			
Q#	Max Char	Question	Response
20a	300	Please provide a brief description of your hosted contact center product, including target market and differentiators as appropriate.	
20b	80	What is the max seats / customer your contact center product will support?	
20c	80	How many active contact center seats do you support today?	
20d	80	How many active seats does the largest contact center customer have?	
20e	80	How many active contact center customers do you support today?	

Section 21 – BSS/OSS Platform for Service Activation and Service Management			
Q#	Max Char	Question	Response
21a	300	Please provide a brief description of your BSS/OSS platform, including 3rd party vendors, geographic redundancy, etc.	
21b	80	Do you provide integration to your provisioning system to customers via API?	
21c	80	Do you provide integration to your billing system via API?	

Section 22 – Performance Measures			
Q#	Max Char	Question	Response
22a	300	Do you support QoS for your UCaaS service? Please describe if so.	
22b	300	Do you provide any performance monitoring and reporting services? Please describe if so.	

Section 23 – Security Questions			
Q#	Max Char	Question	Response
23a	300	Please describe any additional security solutions you provide, including fraud protection, DoS attack protection, data integrity, and other security solutions as appropriate.	

Section 24 – Integration Question			
Q#	Max Char	Question	Response
24a	300	Please describe any additional application integration available with your UCaaS solution, i.e. Salesforce.com, Google Apps, etc.	

Section 25 – References			
Q#	Max Char	Question	Response
<p>Please provide 3 references of your UCaaS solution. Note that it is desirable to use references that deploy a range of UC functions (IM / Presence, messaging, VoIP, mobility and conferencing).</p> <p>Our objective is to contact these references for a short discussion (voice calls) lasting roughly 10 minutes. We will be addressing such issue as:</p> <ul style="list-style-type: none"> - What UCaaS functions and applications are they using? - How long have they been UCaaS customers? - How many employees are using UCaaS? - What lessons were learned in deploying UCaaS? - What are they planning for additions in the future? - General satisfaction with the provider <p>At least one of the references should be from an account with over 50 employees activated. In general, enterprise references are preferred over SMB references.</p> <p>If possible (not required), Wainhouse Research is especially interested in references that include a contact center and/or video technologies.</p>			
Reference #1			
25a	80	Company name:	
25b	80	Contact name & title:	
25c	80	Contact phone number:	
25d	80	Contact email:	
25e	300	Brief description & size of their UC solution:	
Reference #2			
25f	80	Company name:	
25g	80	Contact name & title:	
25h	80	Contact phone number:	
25i	80	Contact email:	
25j	300	Brief description & size of their UC solution:	
Reference #3			
25k	80	Company name:	
25l	80	Contact name & title:	
25m	80	Contact phone number:	
25n	80	Contact email:	
25o	300	Brief description & size of their UC solution:	
Optional – Additional Deployments			
25p	1000	Please feel free to identify any additional UCaaS deployments Wainhouse will not contact or disclose any of these users. Such information is helpful to provide additional background relative to the scope and magnitude of deployments.	

About the Authors: Bill Haskins and Dave Michels are Senior Analysts at Wainhouse Research with a strategic focus on unified communications products and services. Bill and Dave have over 50 years of combined experience supporting, delivering, and designing converged collaboration services in a global communications environment. This team has authored multiple white papers and articles detailing the keys to a successful UCC implementation and delivered various UCC presentations, highlighting their experience integrating collaboration solutions into business process and enterprise applications. Please email bsftpower@wainhouse.com if you have additional questions or require more information.

About Wainhouse Research: Wainhouse Research is an independent analyst firm that focuses on critical issues in the unified communications and collaboration market. The company provides 6 different vendor subscriptions covering unified communications, group videoconferencing, personal & web-based collaboration, audio conferencing, streaming & webcasting, and distance education & e-Learning solutions, as well as a single all-inclusive subscription for enterprise users. The company acts as a trusted advisor providing strategic advice and direction for both the UC&C industry and its enterprise users. For further details contact sales@wainhouse.com or see <http://www.wainhouse.com>.