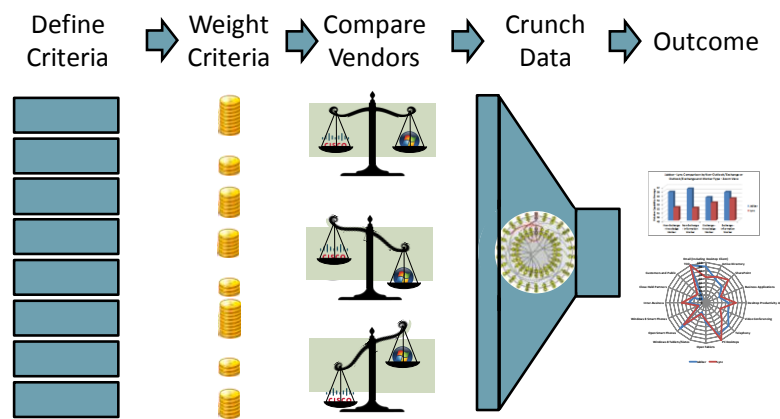


## Lync versus Jabber

### A Quantitative Decision Tool

For many organizations, the decision about whether to deploy the Lync client that comes with their enterprise Microsoft licenses or the Free Jabber collaboration client that comes as an extension of their Cisco VoIP and video systems is a real challenge. With two strong political camps often backing each option and the complexity of deciding, many organizations are at a stand-still. And even when a decision is recommended, it is often challenged as subjective and biased.

To help a client analyze this challenge, PKE Consulting have developed a quantitative model to enable teams to work through a comparison. This model uses 16 factors of organizational interoperability and TCO as the value inputs and then enables each vendor offer to be evaluated for each factor. Figure 1 shows the process that is built into the analysis model. For each factor, a weighting is established for both Knowledge and Information



**Figure 1 Decision Framework**

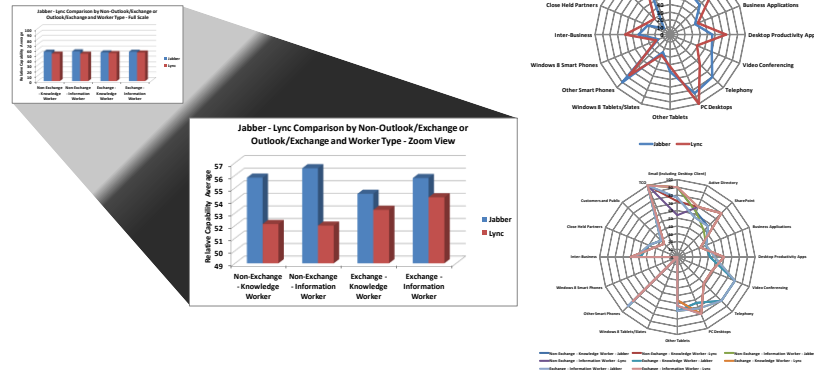


**Figure 2 Collaboration Solution Boundaries/Factors**

Workers. This is tailored to the needs of the organization. Figure 2 shows the top level factors that are included in the analysis model. After inputting the weighting of the factors, then the vendors are rated in each area as well.

The model then takes the data and generates quantitative comparisons with graphical outputs as shown in Figure 3. Click [here](#) for a pdf presentation detailing how the tool works and the concepts that are part of the tool.

This model was presented in the session "Lync versus Jabber: How to Decide?" at Enterprise Connect 2013. As part of that session, PKE Consulting offered an open version of the tool to anyone who requested it. The session had over 450 attendees and over 200 asked for the model. If you would like the tool for your use, please send an email to Phil Edholm at [pedholm@pkeconsulting.com](mailto:pedholm@pkeconsulting.com). You will receive the presentation in pdf form, all the files to generate your own analysis and customize to your organization and an instruction guide.



**Figure 3 Examples of Outcome Charts generated by the Tool**

If you or your organization is seeking additional assistance in making the UC/collaborations decision, developing business models to justify investment or deployment, or defining architecture, systems or network integration, consider PKE Consulting as an organization that can help you. As the principal of the company, I am ready to assist you as best suits your needs. As a highly regarded expert in UC and collaboration, I have the in-depth knowledge to help you analyze and decide the best course. I have also developed extensive cost/benefit/TCO models for UC and collaboration. In addition to PKE Consulting, I am one of the UCStrategies Experts and regularly contribute to the UCStrategies site and podcasts as well as posting on No Jitter.