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# Open Source in the Contact Center Environment

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# Main Factors

- Licensing Fees
- Implementation Costs
- Ease of Customization
- Avoiding End-Of-Life

# Licensing Fees

For contact center applications, most proprietary choices are based on a licensing fee model

- Number of agents
- Number of lines
- Number of managers
- Recording
- Voicemail
- IVRs
- Line technology

# Open Source Licensing

- Most open source software comes with little or no licensing fees.
- Open source software that does require licensing fees tends to have competing open source software projects without the licensing fees.

# Closed Source Implementation Costs

Three different quotes for a 200 seat outbound contact center from closed source providers

- Cost for servers, software and phones:

\$500,000 - \$1,000,000

- Maintenance and Service contracts

\$120,000 - \$200,000/year

# Open Source Implementation Costs

200 seat outbound contact center using  
open source software

– Cost for servers, software, and phones:

\$40,000 - \$60,000

– Maintenance and Service can be handled in  
house by IT staff

– Multiple different consultants available if  
necessary

# Ease of Customization

A common request on large installations is customization.

- Integration with internal software systems
- Changing the color scheme to match the company's marketing material
- Changing terminology to match other software applications
- Tweaking features to better fit the company's business process



# Closed Source Customizations

- Most of the time you are at the mercy of the solution provider
- Customization charges can range from \$150 to \$400 per hour
- The process must go through a quotation process with tight requirement specifications
- Changes to the requirements require new a new quote

# Open Source Customization

- Source code is freely available
- Customizations can be done in house
  - Changes to the requirements can be rapidly addressed
- There are generally multiple consultants available to perform customizations if need be

# End-Of-Life

Proprietary solutions run the risk of being mark as End-Of-Life by the manufacturer. When this happens you loose:

- Support
- Software updates
- Customization possibilities

Only option from the manufacturer is to purchase their latest solution. (See Closed Source Implementation Costs)

# Open Source and End-Of-Life

Open source software cannot be marked as End-Of-Life.

- If there is an active community with the necessary development talent there will always be:
  - Software updates to fix bugs and compatibility issues.
  - The ability to hire someone to support the software and make customizations.
- You can get the source code for the software and maintain it in house.