Bitrix® Intranet Portal Competitive Comparison Matrix

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EXECUTIVE SUMMARY

Bitrix® Intranet Portal is a high-end Enterprise 2.0 solution designed for effective collaboration, communication, social networking, workflow, and knowledge and task management.

From a business perspective, the product allows significant improvement of intranet ROI by means of automating business processes, boosting employee productivity, facilitating internal interoperability, and increasing both stakeholder satisfaction and user involvement. The product enables organizations to transform their old-style vertical business structure into a horizontal platform, leveraging the power of creative communities.

The product belongs to the Collaboration and Community Software market and stands out from the competitive environment for its unique combination of features, ease-of-use and versatility[1].

The software origins of today's intranet portal products are either found in the website management sector or from more or less organically created online web applications. In the former case, vendors generally have added portals as side projects, paying little attention to product development specifically from the standpoint of intranet improvement. The latter developers usually possess no resources for creating full-scale solutions, offering limited functionality with neither an on-premise deployment option, nor sufficient flexibility and support.

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[1] Bitrix White Paper "Opposites attract: how can the flexibility of open source and the assurance of proprietary software coexist?", April 2010, http://www.bitrixsoft.com/download/Bitrix_Hybrid_Licenses_White_Paper.pdf

For us, Bitrix Intranet Portal is a flagship product with 70+ highly-skilled professionals concentrating their development, support and marketing efforts on it.

As a result of many years of continuous enhancements, the product has gained extensive functionality and made Bitrix a top performer in the market, with a special focus on small and medium-sized businesses. Bitrix Intranet Portal successfully absorbed the comprehensiveness of upper-range platforms, the ease of use inherent in starter products and the flexibility of open source software.

This is an ideal choice for organizations with a user base up to 1500 users that are looking for a powerful, out-of-the-box solution to create an effective internal workspace and to advance to a new level of operational efficiency.

There are a number of intranet products in the market that aim at the same target audience and claim to provide functionality similar to Bitrix Intranet Portal.

With much respect to the competition, we are proud to announce the results of our internal product evaluation, which proved Bitrix' supremacy in the majority of business-oriented features vital to small and medium-sized businesses. Our research also demonstrated that our product has the best value for money indicator, as it does not require purchase of extra software and hardware.

The report contains a detailed side-by-side comparison of Bitrix Intranet Portal, EPiServer Relate+, Ektron eIntranet and Sitecore Intranet Portal. The comparison was based on a number of features crucial for today's organizations in terms of communication and collaboration as defined by the leading industry specific research authorities: CMS Watch, Burton Group, InformationWeek Analytics, The 2.0 Adoption Council, Gartner, IDC and Forrester.

The report also provides a comparison framework that can be used for feature and benefits analysis between Bitrix Intranet Portal and other solutions. We encourage partners to refer to the Bitrix Marketing Analytics Department if any assistance is required.

Best regards,

Denis Zenkin
Marketing Director,
Bitrix, Inc.

PRODUCT BRIEFS

Sitecore Intranet Portal

Sitecore is a privately-owned company based in Copenhagen, Denmark. The company provides web content management (CMS) and portal software for mid-range to large organizations. Based on the ASP.NET platform, Sitecore Intranet Portal provides interpersonal communications (employee profiles, blogs & forums, media gallery), structure and organization services (workflow, document versioning and comparison, sitemaps, templates), corporate communications (user directory, phonebook, calendars, organization chart, workgroups, polls, message board) and other features.

More details about Sitecore Intranet Portal are available at http://www.sitecore.net/Products/Sitecore-Intranet-Portal.aspx.

EPiServer Relate+ Intranet Edition

EPiServer, based in Stockholm, Sweden, is a privately-owned company providing web content management, online social community and e-commerce platforms.
The company offers a variety of products with its main focus on EPiServer CMS – a website management solution with a web 2.0 extension called Relate+, positioned as a social-oriented intranet.

EPiServer Relate+ includes a number of modules that provide the product's basic functionality. The Community module secures social media capabilities with user profiles, blogging, forums, groups, media content, calendaring, tagging, sharing and analytics. The Mail module manages email circulation, scheduling and monitoring. The Connect module enables integration with Microsoft SharePoint. The templates contain a set

of pre-designed and pre-coded pages for accelerating the intranet implementation.

Ektron eIntranet

Ektron is a US-based privately owned company providing a platform for Web Content Management, Social Software, and Marketing Optimization. eIntranet is a customized version of CMS400.NET, the flagship website management product, which contains a number of task-specific features.

Ektron eIntranet includes communications (web 2.0 capabilities, creation, finding and sharing

More details about EPiServer Relate+ are available at http://episerver.com/en/Products/EPiServer-Relate-2/EPiServer-Relate-Intranet-edition/.

information and expertise, workflow and content management), collaboration (social networking, workgroup management, calendaring) and data retrieval (tag-based enterprise search) capabilities.

More details about Ektron eIntranet are available at http://www.ektron.com/cms400-web-cms.aspx?id=5748.

Bitrix Intranet Portal

Bitrix is a privatelyowned company with corporate headquarters in Alexandria, Virginia, U.S.A. and development facilities in Kaliningrad, Russia. The company provides business communications solutions bridging

organizations with their customers, partners and employees.

The company's flagship product, Bitrix Intranet Portal, is a high-end Enterprise 2.0 solution designed for effective collaboration, communication, social networking, and workflow and knowledge management.

The product provides employees and workgroups a single, integrated location where individuals can efficiently collaborate with team members, find organizational resources, search for experts and corporate information, manage content and workflow, and leverage business insight provided to make better-informed decisions.

Additional details about Bitrix Intranet Portal can be found at http://www.bitrixsoft.com/products/intranet/.

EVALUATION CRITERIA

This comparison is based on a number of criteria of the continuously evolving Enterprise 2.0 market, as defined by authorities such as CMS Watch, Burton Group, InformationWeek Analytics, The 2.0 Adoption Council, Gartner, IDC and Forrester. The criteria are grouped into several sections to reflect task-oriented functionality:

- Communication
- Collaboration
- Knowledge management
- Social networking
- Personal workspace
- Event notifications
- Enterprise search
- Document workflow
- Business processes
- Access rights management
- Security
- Interface & usability
- Availability and integration
- Support and training
- Pricing comparison
- System requirements
- Other features

The product assessment is made either by the yes/no approach demonstrating availability or absence of the given feature or by a 3-star rating reflecting the functional qualities of the feature. Each comparison section terminates with a conclusion explaining the points earned in evaluation.

As highly flexible development environments, each of the products tested can be equipped with more functionality. However, this comparison covers only the features that are included in the default package – an equitable method since additional functions are added only with additional time and money spent.

The below information was taken from official sources and conforms to the functionality of trial versions of available software.

PRODUCT COMPARISON MATRIX

Intranet Communications	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Email	◐	◐	◐	●
Instant messaging	○	○	○	●
Peer-to-peer voice/video conferencing	○	○	○	●
Group voice/video conferencing	○	○	○	●
SCORE	0.5 / 4	0.5 / 4	0.5 / 4	4 / 4

Conclusion

Bitrix Intranet Portal proved its excellence in providing the most comprehensive mix of communication tools while the other products proved to be a rather static data exchange and collaboration solutions restricting the communications to certain Web 2.0 capabilities like blogs, forums and commenting.

Sitecore, EPiServer and Ektron products inherited some email functionality from their CMS roots primarily crafted for managing mass mailing circulations. Eventually, this functionality can be extended to meet specific intranet needs but requires expertise, development resources, extra investment and time.

Bitrix improved this feature to meet vital intranet requirements and now offers two-way email communications for workgroups (initiate discussions, reply to messages, get announcements), email notifications for followed events, enterprise email archive with shared user access, and an email mirror for informing other workgroup members about current business communications.

Bitrix also provides unmatched communication facilities for instant messaging and video/voice conferencing.

The instant messaging feature is based on XMPP/Jabber server integrated into the product. The server synchronizes with the intranet user database, Active Directory or LDAP service, gets the list of users and organization structure and makes them available for other employees for communication purposes. Users can leverage the internal instant messaging functionality with any IM software supporting XMPP/Jabber on their desktop (PC, Mac) or mobile (iPhone, Blackberry, Android, Symbian, Windows Mobile, Palm) platforms.

The Bitrix video/voice conferencing allows for a click-away peer-to-peer calls as well as group meetings for up to six participants.

Collaboration

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Workgroups / communities	●	●	●	●
Personal calendars	◐	◐	◐	●
Workgroup/event calendars	●	●	●	●
Calendar sharing	●	●	●	●
Task management	◐	◐	◐	●
Unified absence chart	○	○	○	●
Meeting room booking	○	○	○	●
Extranet	◐	◐	◐	●
SCORE	4.5 / 8	4.5 / 8	4.5 / 8	8 / 8

Conclusion

Unfortunately, the CMS roots of Sitecore, EPiServer and Ektron solutions did not yield the proper foundation for their intranet products. The companies are concentrated on improving their flagship products rather than their intranet side projects.

Obviously, their intranets are experiencing the stepchild syndrome, with much more attention being paid to the original products.

Bitrix Intranet Portal is the only one to offer integrated business-oriented task management for employee collaboration. Others provide only event-based task management specific to internal product administration and configuration such as scheduled publication or email distribution. Bitrix enables a number of additional advantages that ease ongoing collaborative tasks:

unified absence chart, extended personal calendar sharing and meeting room management (meeting room booking, dedicated calendar, timeslot matching). Moreover, Bitrix Intranet Portal is the only product to provide a ready-made extranet with dedicated profiles, social networking, knowledge management, document workflow, task management and calendaring. With this feature, companies ensure effective communications with external parties like partners, suppliers and customers.

Knowledge management				
	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Corporate structure	●	○	○	●
Automatic organization chart	○	○	○	●
Employee directory	●	●	●	●
Rich employee profiles	●	●	●	●
Photo gallery	●	●	●	●
Photo editing	●	●	●	●
Photo slide show	●	●	●	●
Photo watermarking	○	○	○	●
Video gallery	●	●	●	●
Email archive	○	○	○	●
Automatic sitemap	●	●	●	●

Order forms	●	○	○	●
SCORE	9 / 12	7 / 12	7 / 12	12 / 12

Conclusion

Bitrix Intranet Portal performed slightly better in the competitive environment, offering a number of supplemental features that make knowledge management more friendly and efficient. For example, automatic generation of an organization's structure chart with data entered manually or received from Active Directory/LDAP, image watermarking before submitting them to the photo gallery and ready-made order forms for typical internal routines like reports, service requests and applications. Bitrix was the only one to offer enhanced email integration for creating an enterprise-wide email archive and enabling email workgroup interaction. Other products have functionality inherited from their CMS parents and focus on email distribution and circulation, not taking into account vital intranet needs.

Social networking

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Blogs	●	●	●	●
Micro-blogging	○	○	●	○
Discussion forums	●	●	●	●
Following & data channeling	●	○	●	●
Friends	●	●	●	●
Rating and commenting	●	●	●	●
Bulletin board	●	●	●	●
Wiki	●	○	●	○
Presence status	○	○	○	●
Tags & tag clouds	●	●	●	●
Polls & surveys	●	○	●	●

eLearning	◐	◐	◐	●
SCORE	9.5 / 12	6.5 / 12	10.5 / 12	10 / 12

Conclusion

Social networking capabilities are anything that enables businesses to harness the power of creative communities and capitalize on the social dimension of the organization. Today's younger generation is highly acclimated to online social environments and is waiting to have it in the workplace as well. The more social features you provide, the more input your can expect from those employees.

This is the most rapidly changing field of intranet technology now, developing by leaps and bounds over the recent years. Vendors constantly add more functionality to their social networking modules trying to offer as many cutting-edge features as possible. The competition here reminds one of an arms race, as developers often add a new capability without properly weighing whether it is really suitable for business or not. For example, micro-blogging has mixed reviews from businesses, with the majority believing that it is not really a business-oriented feature.

Nevertheless, Sitecore, EPiServer and Ektron are missing two important features like user online presence status on portal pages and in the instant messenger, as well as a comprehensive eLearning engine to host an enterprise-wide centralized training program. At the same time, Bitrix Intranet Portal and EPiServer Relate+ lack the Wiki functionality.

Personal workspace	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Mashup-style personal dashboard	●	●	●	●
Drag-and-drop dashboard modules	●	○	○	●
Intranet feeds	●	●	●	●
External RSS feeds	●	●	●	●
Google gadgets feed	●	●	●	●
Customized widget feeds	●	●	●	◐
SCORE	6 / 6	5 / 6	5 / 6	5.5 / 6

Conclusion

Personal workspace is one of the major attributes for a successful intranet implementation. Unlike traditional software with top-down implementation practices, a proper intranet solution allows for bottom-up procedures where users themselves are the driving force of adoption. A social-oriented intranet gives users a toolbox to convert boring day-to-day routines into a captivating activity, freeing the power of creative communities and harnessing the social dimension. The quality of the personal workspace directly affects workforce productivity and ROI indicator.

Intranet vendors clearly understand that the workspace should be as intuitive and as friendly as a contemporary website with great usability. Users should not *learn* how to work in an intranet; they should just login through their browser and *start* working.

Being equal in the majority of characteristics, Bitrix and Sitecore products stand out for a very important feature missing in EPiServer and Ektron: drag-and-drop capability for arranging the widgets in the personal dashboard.

This enables users to skip the time-consuming process of configuring their personal pages with rather bulky and inconvenient administrative consoles and page builders. They just select a widget, no matter internal or external, and move it around the page to the desired location.

Event notifications

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Desktop notifications	●	●	●	●
Email notifications	●	●	●	●
IM notifications	○	○	○	●
SMS notifications	○	○	○	◑
SCORE	2/4	2/4	2/4	3.5/4

Conclusion

Bitrix Intranet Portal offers the most extensive notification functionality to keep users updated about the latest developments in the intranet. Users can configure notifications through their preferred channel in their personal profiles and enable/disable them in real-time according to the current need. SMS notifications are not included in the product package and can be installed additionally by using a third-party module developed by a certified Bitrix partner.

Enterprise search

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Full text search	●	●	●	●
Morphological search	○	○	○	●
Real-time indexing	●	●	●	●
Multi-lingual support	◐	◐	◐	●
Search in tags	●	●	●	●
Search in text	●	●	●	●
Search in files	●	●	●	●
Search in employee directory	●	●	●	●
Search in media content	●	●	●	●
Tag cloud search	●	●	●	●
Results feed according to user permissions	●	●	●	●
Connection of 3rd party file format parsers	○	○	○	●

Connection of 3rd party stemming tables	○	○	○	●
SCORE	11.5 / 13	11.5 / 13	11.5 / 13	13 /13

Conclusion

Enterprise search is an important business-oriented tool that allows users to speed up information retrieval, make it more relevant to increase the decision-making efficiency and save on labor cost.

The intranet solution vendors invested heavily in this technology. However, only Bitrix allows for morphological search that provides better result relevance in comparison with the traditional keyword search. Coupled with the original Bitrix compression technique, it also provides up to a 10-fold increase in performance, especially for comprehensive queries. The Bitrix original D.I.G. search technology natively supports Microsoft Office, OpenOffice.org and Adobe Acrobat documents and enables easy connection of third-party file parsers for search in specific file formats and third-party stemming tables to support additional languages.

Document workflow

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Workgroup document depository	●	○	●	●
Private document depository	●	○	●	●
'Depository as a network drive' option	○	○	○	●
Smart connecting of data storages	○	○	○	●
Document versioning	●	○	●	●
Document comparison	●	○	●	●
Document roll back	●	○	●	●
WebDAV support	●	●	●	●
Media content management	●	●	●	●
SCORE	7 / 9	2 / 9	7 / 9	9 / 9

Conclusion

Document workflow is now an essential part of intranet solutions. It allows saving on expensive and redundant enterprise-wide products and at the same time provides core functionality to support document repository, sharing, editing and versioning. In this way, organizations secure knowledge continuity, centralized archiving and backup, and extensive availability of crucial data.

Bitrix Intranet Portal is an inch ahead of the competition, offering customers a seemingly minor feature that in real life assures a significant advantage, especially at the initial stage of intranet solution implementation. The product allows smart attaching of file storages located on remote servers to the centralized intranet document repository, making the data immediately available for intranet users. This feature instantly turns a chaotic data silo into a structured and organized repository with shared user access. Another feature that simplifies working with documents in Bitrix Intranet Portal is the capability to attach a dedicated intranet file repository as a network drive and work with it as a data folder with no need to login to the intranet.

The only surprise in the test bed was EPiServer Relate+, which demonstrated no document workflow functionality, being rather a social network than a comprehensive Enterprise 2.0 solution.

Business processes management				
	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
File-oriented business processes	○	○	○	●
Activity-oriented business processes	○	○	○	●
Integration with task management	○	○	○	●
Notifications	○	○	○	●
Business process visual construction	○	○	○	●
SCORE				

Conclusion

Bitrix Intranet Portal is head and shoulders above competitive products in business process management. The company pioneered the market with this feature back in 2009 offering customers a visual business process constructor, pre-set business process templates, and email and IM notifications. In version 9.0, a huge step forward was made in automation of routine activities by introducing tight integration with built-in task management and calendaring, and adding more flexibility with new templates, actions and process chaining.

Access rights management

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Single Sign On	◐	◐	◐	●
Group-specific user access rights	●	●	●	●
Time-specific user access rights	○	○	○	●
User access rights for pages	●	●	●	●
User access rights for specific content on pages	○	○	◐	●
User access rights for documents	●	●	●	●
User access rights for search results	●	●	●	●
SCORE	4.5 / 7	4.5 / 7	5 / 7	7 / 7

Conclusion

Bitrix Intranet Portal outperforms its competitors offering the most robust access rights management system. The widely adopted Single Sign On (SSO) technology is a must-have in the intranet market. However, Bitrix went beyond the traditional NTLM support and offers support for extra SSO standards like OpenID and LiveID. This simplifies the user experience and makes

the intranet more open to the standards currently adopted in organizations. Sitecore, EPiServer and Ektron also failed to introduce time-specific user access rights, where permission is granted for a limited period of time and then automatically terminated. This feature is extremely useful for effective management of large projects and prevents the appearance of 'permission blackholes' with dismissed or temporary employees keeping access to sensitive corporate assets.

Another valuable feature extensively covered only in Bitrix Intranet Portal is page generation according to user access rights. The system architecture is based on infoblocks – a superstructure working above separate databases that can contain any kind of custom selected data including text, numbers, images, video, voice, files or anything else. Web pages consist of Infoblocks, each having its own permission settings. Therefore, a single page may display different content to users depending on their access rights.

Security				
	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Integrated Web Application Firewall	○	○	○	●
Pre-set security levels	○	○	○	●
One-time passwords	○	○	○	●
Session protection	○	○	○	●
IP range restrictions	○	○	○	●
User stop list	○	○	○	●
System integrity control	○	○	○	●
Backup	●	●	●	●
Detailed intrusion detection log	○	○	○	●
Abnormal user activity control	○	○	○	●
Anti-phishing	○	○	○	●

SSL-encrypted communications	●	●	●	●
Third-party certification	○	○	○	●
Web anti-virus	○	○	○	●
SCORE	2 / 14	2 / 14	2 / 14	14 / 14

Conclusion

Security is another strong point of Bitrix Intranet Portal that distinguishes the product in the competitive field. While other intranet solutions rely on external web protection that leads to extra expenses on software acquisition, deployment and integration, Bitrix intranet Portal provides all the necessary security features in-house. The product is powered by the PRO+PRO™ security framework that contains an entire spectrum of technologies to protect your valuable intranet assets from the underside of the computer world. In combination with built-in integrity control, backup and malicious code disinfection, the framework provides the industry-leading protection for data-in-motion, data-at-rest and data-in-use, thus tremendously reducing the risk of data loss, image breach and violation of legal regulations.

The PRO+PRO™ framework was certified by the independent web security experts of Positive Technologies. The excellence of protection was confirmed during the real-time Chaos Constructions CC9 Festival, when Bitrix products successfully repulsed 25,000+ hacker attacks in a high-level hacker competition.

Interface & usability

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Customizable look & feel	●	●	●	●
Customizable structure	●	●	●	●
Customizable content	●	●	●	●
WYSIWYG page editor	●	●	●	●
Multi-language support	●	◑	◑	◑
AJAX support	●	●	●	●
Printer friendly pages	●	●	●	●
SCORE	7 / 7	6.5 / 7	6.5 / 7	6.5 / 7

Conclusion

All vendors put significant efforts into perfecting their products' interfaces and providing their customers with best-of-breed usability. Although people know that you cannot judge a book by its cover, in reality this is what we always do instinctively. An ugly product will never make its way into the corporate environment even if it is powered by the industry-leading functionality. Sitecore Intranet Portal performed a bit better than other contenders by providing more intuitive multi-language support.

The language selector is a standard component that can be easily enabled in the portal. In other products, the switch requires some development efforts. Bitrix and Ektron are ahead of EPiServer in offering an integrated language selector in the administrative console.

Other features				
	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Intranet traffic analytics	●	●	●	●
Social network analytics	●	●	●	●
Search analytics	●	●	●	●
Web form designer	●	●	●	●
Geo-mapping	●	●	●	●
Order forms	●	●	●	●
Pre-set layouts and templates	●	●	●	●
Pre-set demo content	●	●	●	●
Spellchecker	●	●	●	●
SCORE	9 / 9	9 / 9	9 / 9	9 / 9

Conclusion

Intranet products in the test bed performed well in this area, fulfilling all the feature requirements in the table. Special praise goes to their analytics modules that have deep Content Management System (CMS) roots and were perfected over several years. As a result, customers may enjoy a wide range of intranet analytical tools to monitor social networking, identify performance bottlenecks, produce comprehensive reports and draft further steps to improve the intranet performance.

What is very important is that all products above proved to be out-of-the-box solutions containing pre-set layouts, templates and demo content. This tremendously simplifies product deployment as customers are not required to order a customized design, neither must they understand the minutia of intranet principles nor best practices – they can simply see ready examples. In summary, this level of readiness allows launching of the very first draft of the intranet in just a couple of hours after initial installation.

Availability and integration

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Windows	●	●	●	●
Unix/Linux	○	○	○	●
Mac OS	○	○	○	●
Mobile devices	●	●	●	●
Databases	MS SQL	MS SQL	MS SQL	MySQL/MS SQL/Oracle
Virtual environment readiness	○	○	○	●
Integration with Microsoft Office	●	●	●	●
Integration with OpenOffice.org	○	○	●	●
Active Directory	●	●	●	●
Extended LDAP support	●	●	○	●
SharePoint connector	●	●	●	○

Outlook contacts synchronization	●	●	●	●
Outlook task synchronization	●	●	●	●
API for 3rd party applications integration	●	●	●	●
Multi-location support	●	●	●	●
On-premise edition	●	●	●	●
SaaS edition	○	◑	◑	●
Source code availability	○	○	○	●
ASP.NET	✓	✓	✓	
PHP				✓
SCORE	11 / 17	11.5 / 17	11.5 / 17	16 / 17

Conclusion

Being the only intranet solution based on open standards and the LAMP/MAMP platform, Bitrix Intranet Portal has out-maneuvered competitive products in the number of supported operating systems, variety of databases, and integration with OpenOffice.org. It is the only solution that has a hosting partner program offering a special SaaS version of the software with custom billing integration and VPS support. The SaaS version is compatible with VMware and Parallels Virtuozzo environment, as

well as being accessible through Amazon Web Services. Additionally, Bitrix Intranet Portal is available with source code, enabling customers to tailor the product according to their specific business needs, perform in-depth code auditing and manually apply urgent patches as needed. The product's only disadvantage is the lack of tight integration with Microsoft SharePoint.

Support				
	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Technical support	●	●	●	●
Click-away product updates	○	○	○	●
Training courses	◐	◐	◐	●
Community support	●	●	●	●
Online video education	●	●	●	●
Free webinars	●	●	●	●
SCORE	5 / 6	4.5 / 6	5 / 6	6 / 6

Conclusion

All products in the test bed are loaded with one year of technical support included in the primary software acquisition price. Customers can renew the subscription at a cost ranging from 20-22 percent of the purchase price. Vendors offer extensive online video demonstrations explaining typical use and troubleshooting, free scheduled and on-demand webinars, as well as community support from product-centered developer networks. However, only Bitrix offers free online training courses and certification

while other companies charge for offline seminars. Also, the company provides click-away product updates in the administrative console with SiteUpdate™ technology. This allows customers to keep their intranet updated in the simplest manner.

System requirements calculated for an organization with 100 intranet users	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Processor	Intel Core 2	Intel Core 2	Intel Core 2	Intel Core 2
RAM	4 Gb	4 Gb	4 Gb	1 Gb
Disk reqs	2 Gb	2 Gb	HDD raid array	1 Gb
Additional software	• Windows Server • ASP .NET Framework • Microsoft SQL Server • IIS Server	• Windows Server • ASP .NET Framework • Microsoft SQL Server • IIS Server	• Windows Server • ASP .NET Framework • Microsoft SQL Server • IIS Server	• Linux/Windows • PHP • MySQL/MSSQL/Oracle • Apache/IIS
SCORE	●○○	●○○	●○○	●●●

Conclusion

Bitrix Intranet Portal is the least resource-hungry intranet solution among the products tested. At the same time, it has the capability to support up to 20,000 intranet users when certain hardware requirements are met. The fact that .NET products require installation of additional commercial software brings another expense item to the project budget described in detail in the 'Pricing' section.

Pricing

prices in US$, calculated for an organization with 100 users, may have regional variations

	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
Software acquisition (product license)	12,000	15,000	19,500	6,299
Hardware acquisition	3,000	3,000	3,500	2,000
Technical support	included	included	included	included
Additional software	10,000	10,000	10,000	n/a
TOTAL	25,000	28,000	33,000	8,299

Conclusion

The quoted prices cover expenses for software and hardware acquisition to launch the intranet solution. The calculations are made in USD and refer to an organization with 100 users. The prices do not include development costs and other expenses that may arise during the implementation. Bear in mind that Sitecore, EPiServer and Ektron users are strongly recommended to purchase and install a reliable protection from hackers, phishing and malware that will also require significant investments.

Bitrix Intranet Portal is based on the free open source LAMP platform, which does not require purchase of costly additional software and presents acceptable hardware expenses.

TOTAL SCORE				
	Sitecore Intranet Portal	EPiServer Relate+	Ektron eIntranet	Bitrix Intranet Portal
FUNCTIONS & FEATURES	72.5	61	70.5	108
INTEGRATION, SUPPORT AND REQUIREMENTS	17	17	17.5	24
PRICING (US$)	25,000	28,000	33,000	8,299

CONCLUSION

The Enterprise 2.0 market is rapidly developing with a continuous give-and-take between organizations presenting business needs and vendors demonstrating new ideas on how to increase the efficiency of business with the latest communication and collaboration technologies.

Converting a traditional vertical business structure into dynamic, people-oriented horizontal one is not an easy task. Large customers are already using single-point solutions for specific tasks like document workflow or task and project management. Normally they are overpriced, lack integration with other applications in the corporate environment and offer redundant functionality. Smaller businesses are looking for a Swiss-army-knife solution that can handle as many business tasks as possible. Usually, the incorporation of functionality is a multi-stage step-by-step process.

Intranet solutions play a major role in this process by educating the market and defining the business purpose, which is the bottom line. Is an intranet a social network? A collaboration suite? An alternative way of communications and knowledge management? The answer is actually quite clear. An intranet is a universal layer connecting employees with each other and the outside environment. A layer that contains a comprehensive mix of features that ensures effective work. An ideal intranet is a tool where a user authorizes in the morning and logouts in the evening with no additional software or services needed. A perfect, cost-effective business tool.

Bitrix Intranet Portal is head and shoulders above its competitors in the majority of the examined characteristics. It offers great functionality, availability and integration for a better price. Open standards and the LAMP-based platform save customers from extra

expenses on additional software. Moderate system requirements cut hardware costs. Agile development attests to a company spearheading the market with technological innovations and securing customers top-notch features.

Unfortunately. other products have demonstrated their intranet solutions to be side projects of the main CMS business. Obviously, vendors concentrating on other markets would prefer not to spend resources on a new product. We urge customers to have a closer look at the products they selected for their intranets and make sure this their choice is an intranet-oriented and continuously developed solution – not the stepchild of a different business. Proper side-by-side product comparison will save you from the future headache associated with intranet migration to a proper solution that meets today's and tomorrow's requirements.

CONTACTS

There are several options of effective communications regarding sales of Bitrix products. For best results, please contact your account manager at Bitrix or upper level partner.

Meanwhile, we encourage you to take advantage of the Bitrix partner community that adds value by revealing the best practices for effective sales of Bitrix products. There are a number of online forums available for your convenience:

Private partner forum: http://www.bitrixsoft.com/support/forum16/

Public Bitrix® Intranet Portal forum: http://www.bitrixsoft.com/support/forum30/

Public Bitrix® Site Manager forum: http://www.bitrixsoft.com/support/forum10/

Public Bitrix® Virtual Appliance forum: http://www.bitrixsoft.com/support/forum31/

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