

UCaaS Matrix



SD-WAN Offerings: Yes		✓ (1/1)	✗ (0/1)
Bring Your Own MPLS: Yes		✓ (1/1)	✓ (1/1)
Provider	link to provider's Pathfinder profile	8x8	RingCentral
HQ	Supplier's headquarters	Campbell, CA	Belmont, CA
# of Employees	Size of supplier by employee count	1,500	4,000
Public / Private	Privately owned or publicly traded	Public: EGHT	Public: RNG
Seats in Service	Number of licenses deployed	1M	2M
Minimum Seat Count / MRC	# of seats or MRC minimum required to engage	1 seat	1 seat
Sweet Spot	Ideal opportunities for the provider	100-10,000 seats	500 - 25,000 seats
Key Acquisitions	Companies acquired and integrated into the supplier's offering	Callstats.io, Contactual, DXI, MarianaIQ, QSE, VoiceNET, Wavecell	Dimelo - Renamed RingCentral Engage (a social media customer communications service) Glip
Datacenter Locations	Location of supplier's data centers APAC: Asia-Pacific EMEA: Europe, Middle East, Africa LATAM: Latin America NA: North America	NA: Ashburn (VA), Canada, Santa Clara EMEA: Amsterdam, London APAC: Hong Kong, New Delhi, Singapore, Sydney LATAM: Rio de Janeiro	NA: Atlanta, Chicago, Dallas, Los Angeles, Miami, New York, San Jose, Seattle, Toronto, Vienna (VA) EMEA: Amsterdam, London, Paris, Zurich APAC: Singapore, Sydney, Tokyo LATAM: Rio de Janeiro
Compatible Handsets	IP phones supported and/or resold by supplier	Cisco, Panasonic, Poly, Yealink (click here for device list)	Avaya, Cisco, Mitel, Poly, Yealink (click here for device list)

Platform	Does provider leverage a proprietary/native platform or leverage a platform via third-party partnership?	Proprietary	Proprietary
Compliance	Regulatory compliances the supplier meets	CPNI, Cyber Essentials Plus UK, CSA Star Alliance Compliance, FISMA, GDPR, HIPAA, HITRUST, ISO27001 & 9001 UK, PCI-DSS, Privacy Shield US/UK, SOX, UK Gov't ATO, SOC 2 Type 2	Cyber Security, FINRA, GDPR, HIPAA, HITRUST CSF, PCI, SOC 2, SOX
GDPR Compliance	Ability to comply with new EU standard	Yes	Yes
Contact Center	Contact center solutions the supplier offers	Proprietary	RingCentral Contact Center (NICE inContact) RingCentral Engage
Key System Emulation	Can imitate Key Phone System functionality	No	No
SIP Trunking Available	Does the supplier offer SIP trunking services for on-premises PBXs?	No	No
CRM / ERP / Ticketing App Integration	3rd-party SaaS solutions with which the supplier has integrated with	Salesforce, AgileCRM, Bullhorn, eAgent, HubSpot, Kustomer, Mindscope, Microsoft Dynamics, NetSuite, OnePageCRM, Practice Partner, SalesFusion, ServiceNow, SugarCRM, Teamwork, TopProducer, Zendesk, Zoho	Salesforce, Bullhorn, HubSpot, Kustomer, Microsoft Dynamics, NetSuite, Oracle Sales Cloud, ServiceNow, Zendesk, Zoho
Productivity App Integration	3rd-party mail/collaboration solutions with which the supplier has pre-built integrations	Cisco Webex/Webex Teams, Google Workspace, Microsoft/Office365, Slack, Microsoft Teams	Google Workspace, Microsoft/Office365, Slack, Microsoft Teams
Microsoft Teams Integrations	Supplier's capability with Microsoft Teams	Direct Routing for PSTN access	Direct Routing for PSTN access Embedded Softphone Dialer (Teams web-version)
SD-WAN Offerings	SD-WAN technologies that these providers offer and manage themselves.	VMware SD-WAN by VeloCloud	none
Circuits Offered	Do these suppliers offer Dedicated Circuits for UCaaS traffic only, Internet circuits, and/or SIP trunking? If yes, please specify which ones.	yes; SIP trunking to on-prem PBXs (not standalone)	yes; dedicated voice circuits
Bring Your Own MPLS	If MPLS is supported, can the client bring any MPLS provider? Additional cost likely to apply.	yes	yes

Notable Clients	Key customer wins (references available upon request)	Allstate, Foot Locker, Lenox, Regus	Chili's, Golden State Warriors, Hyatt
Top Customer Verticals	Verticals in which supplier has historically had the most success	Healthcare, Manufacturing, Retail	Financial Services, Healthcare, Retail, SLED
On-Site Implementation / Training	Does the supplier charge extra for these services?	Available for additional charge	Add-on admin implementation & training available beyond standard services provided
Implementation Overview	Description or link providing further detail	Implementation Overview	Implementation Overview
Downdetector	Collection of reports offering real-time status and outage information	Downdetector: 8x8	Downdetector: RingCentral
Collaboration Solutions Available	Native and/or 3rd-party resale options offered by supplier	8x8 Video Meetings, 8x8 Meeting Rooms	RingCentral Meetings, RingCentral Rooms, RingCentral Room Connector, RingCentral Webinar
Differentiators	Unique features of the provider	<p>Local DID's in 114 countries and Unlimited global calling for phone and contact center across 47 countries</p> <p>Have won awards for highest voice quality over the public Internet (Tolly Group)</p> <p>Owens 200+ VoIP patents</p> <p>Develop 10-12 new 3rd party integrations every quarter</p>	<p>30+ Data Centers worldwide; 45+ carrier peering; 200+ ISP Peering</p> <p>40+ Global Office Countries with expanded International Virtual Number coverage to 100+ countries; localization for 16 languages, and service to China & India (ICB)</p> <p>100+ ISV Partners; largest developer community in the cloud space - 40,000+ Developers, 30+ GLIP Integrations, 250+ RESTful APIs and Cloud Integrations</p>