UCaaS Matrix

		dialpad	**ZOOM**
Provider	link to provider's Pathfinder profile	[Dialpad](#)	[Zoom](#)
HQ	Supplier's headquarters	San Francisco, CA	San Jose, CA
# of Employees	Size of supplier by employee count	1,000	6,000+
Public / Private	Privately owned or publicly traded	Private	Public: ZM
Seats in Service	Number of licenses deployed	*confidential*	70+ Million UCaaS Subscribers with over 5.5 Million Phone Seats
Minimum Seat Count / MRC	# of seats or MRC minimum required to engage	25 seats	1 seat
Sweet Spot	Ideal opportunities for the provider	10-10,000+ seats	150-10,000+ seats
Key Acquisitions	Companies acquired and integrated into the supplier's offering	HighFive, Kare Knowledgeware, Koopid, TalkIQ	Keybase, Kites
Datacenter Locations	Location of supplier's data centers APAC: Asia-Pacific EMEA: Europe, Middle East, Africa LATAM: Latin America NA: North America	NA: Chicago, Dallas, New Jersey, San Jose EMEA: Amsterdam, London, Johannesburg APAC: Hong Kong, Tokyo (2), Sydney LATAM: São Paulo	NA: Denver, Newark, New York City, San Jose, Toronto, Vancouver, Virginia EMEA: Amsterdam, Frankfurt APAC: Hong Kong, Hyderabad, Melbourne, Mumbai, Osaka, Singapore, Sydney, Tianjin, Tokyo SA: Queretaro (Mexico), São Paulo
Compatible Handsets	IP phones supported and/or resold by supplier	Obihai, Poly ([click here for device list](#))	Algo, Cisco, Grandstream, Logitech, Poly, Snom, Yealink ([click here for device list](#))
Platform	Does provider leverage a proprietary/native platform or leverage a platform via third-party partnership?	Proprietary	Proprietary

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Compliance	Regulatory compliances the supplier meets	GDPR, HIPAA, ISO 27001 PCI-DSS Level 1, PrivacyTrust, SSAE16 / ISAE 3402 Type II (SOC 2 /3)	GDPR, FedRAMP, HIPPA, SOC2, CSA-STAR, IAPP, NCSC DOD IL2, FERPA, PIPE DA/PHIPA Full List Available Here
GDPR Compliance	Ability to comply with new EU standard	Yes	Yes
Contact Center	Contact center solutions the supplier offers	Proprietary	Zoom Contact Center Zoom Phone also integrates with Genesys, Five9, NICE CXone, and Talkdesk contact center platforms via SIP trunk and presence/directory synchronization between platforms
Key System Emulation	Can imitate Key Phone System functionality	No	Yes
SIP Trunking Available	Does the supplier offer SIP trunking services for on-premises PBXs?	No	Yes
CRM / ERP / Ticketing App Integration	3rd-party SaaS solutions the supplier has integrated with	Salesforce, Clio, Front, HubSpot, Kustomer, Outreach, ServiceNow, Wingman, Zapier, Zendesk, Zoho	Salesforce, HubSpot, Microsoft Dynamics, ServiceNow, SugarCRM, Zendesk, Zoho Full List Here
Productivity App Integration	3rd-party mail/collaboration solutions with which the supplier has pre-built integrations	Google Workspace, Microsoft/Office365, Slack, Microsoft Teams	Cisco Webex/Webex Teams, Google Workspace, Microsoft/Office365, Microsoft Teams, Slack
Microsoft Teams Integrations	Supplier's capability with Microsoft Teams	Direct Routing for PSTN access Bot integration	Embedded Softphone Dialer Bot integration
SD-WAN Offerings	SD-WAN technologies that these providers offer and manage themselves.	none	none
Circuits Offered	Do these suppliers offer Dedicated Circuits for UCaaS traffic only, Internet circuits, and/or SIP trunking? If yes, please specific which ones.	no	no
Bring Your Own MPLS	If MPLS is supported, can the client bring any MPLS provider? Additional cost likely to apply.	no	yes
Notable Clients	Key customer wins (references available upon request)	Motorola, WeWork	Case studies here.

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Top Customer Verticals	Verticals in which supplier has historically had the most success	Financial Services, SLED, Tech	Education, Healthcare, Professional Services, Technology
On-Site Implementation / Training	Does the supplier charge extra for these services?	Yes	Yes
Implementation Overview	Description or link providing further detail	Implementation Overview	Implementation Overview
Downdetector	Collection of reports offering real-time status and outage information	n/a	Downdetector: Zoom
Collaboration Solutions Available	Native and/or 3rd-party resale options offered by supplier	UberConference/Dialpad Meet	Zoom Meetings, Webinars, Room Systems
Differentiators	Unique features of the provider	Built on Google Cloud's Platform using microservices architecture Mobile-first strategy emphasizing the same user experience on the cell phone as the desktop client Voice AI included standard - real time transcriptions and analytics on all voice	All-in-one platform for Contact Center, AI, Virtual Agent, Phone, E-mail, Calendar, Video Meetings, Room Systems, Digital Signage, Content Sharing, Whiteboarding, Team Chat, Events, Webinars and more with over 2,000 app integrations with rich APIs and SDKs.