

# UCaaS Matrix



SD-WAN Offerings: Yes		✗ (0/1)	✗ (0/1)
Bring Your Own MPLS: Yes		✓ (1/1)	✗ (0/1)
<b>Provider</b>	link to provider's Pathfinder profile	<a href="#">RingCentral</a>	<a href="#">Dialpad</a>
<b>HQ</b>	Supplier's headquarters	Belmont, CA	San Francisco, CA
<b># of Employees</b>	Size of supplier by employee count	4,000	1,000
<b>Public / Private</b>	Privately owned or publicly traded	Public: RNG	Private
<b>Seats in Service</b>	Number of licenses deployed	2M	<i>confidential</i>
<b>Minimum Seat Count / MRC</b>	# of seats or MRC minimum required to engage	1 seat	25 seats
<b>Sweet Spot</b>	Ideal opportunities for the provider	500 - 25,000 seats	100-1,000+ seats
<b>Key Acquisitions</b>	Companies acquired and integrated into the supplier's offering	Dimelo - Renamed RingCentral Engage (a social media customer communications service)  Glip	HighFive, Kare Knowledgeware, Koopid, TalkIQ
<b>Datacenter Locations</b>	Location of supplier's data centers  APAC: Asia-Pacific  EMEA: Europe, Middle East, Africa  LATAM: Latin America  NA: North America	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	NA: Chicago, Dallas, New Jersey, San Jose  EMEA: Amsterdam, London, Johannesburg  APAC: Hong Kong, Tokyo (2), Sydney  LATAM: São Paulo
<b>Compatible Handsets</b>	IP phones supported and/or resold by supplier	Avaya, Cisco, Mitel, Poly, Yealink ( <a href="#">click here for device list</a> )	Obihai, Poly, Yealink ( <a href="#">click here for device list</a> )

<b>Platform</b>	Does provider leverage a proprietary/native platform or leverage a platform via third-party partnership?	Proprietary	Proprietary
<b>Compliance</b>	Regulatory compliances the supplier meets	Cyber Security, FINRA, GDPR, HIPAA, HITRUST CSF, PCI, SOC 2, SOX	GDPR, HIPAA, ISO 27001 PCI-DSS Level 1, PrivacyTrust, SSAE16 / ISAE 3402 Type II (SOC 2 /3)
<b>GDPR Compliance</b>	Ability to comply with new EU standard	Yes	Yes
<b>Contact Center</b>	Contact center solutions the supplier offers	RingCentral Contact Center (NICE inContact) RingCentral Engage	Proprietary
<b>Key System Emulation</b>	Can imitate <a href="#">Key Phone System</a> functionality	No	No
<b>SIP Trunking Available</b>	Does the supplier offer SIP trunking services for on-premises PBXs?	No	No
<b>CRM / ERP / Ticketing App Integration</b>	3rd-party SaaS solutions the supplier has integrated with	Salesforce, Bullhorn, HubSpot, Kustomer, Microsoft Dynamics, NetSuite, Oracle Sales Cloud, ServiceNow, Zendesk, Zoho	Salesforce, Clio, Front, HubSpot, Kustomer, Outreach, ServiceNow, Wingman, Zapier, Zendesk, Zoho
<b>Productivity App Integration</b>	3rd-party mail/collaboration solutions with which the supplier has pre-built integrations	Google Workspace, Microsoft/Office365, Slack, Microsoft Teams	Google Workspace, Microsoft/Office365, Slack, Microsoft Teams
<b>Microsoft Teams Integrations</b>	Supplier's capability with Microsoft Teams	Direct Routing for PSTN access Embedded Softphone	Direct Routing for PSTN access Embedded Softphone
<b>SD-WAN Offerings</b>	SD-WAN technologies that these providers offer and manage themselves.	none	none
<b>Circuits Offered</b>	Do these suppliers offer Dedicated Circuits for UCaaS traffic only, Internet circuits, and/or SIP trunking? If yes, please specify which ones.	yes; dedicated voice circuits	no
<b>Bring Your Own MPLS</b>	If MPLS is supported, can the client bring any MPLS provider? Additional cost likely to apply.	yes	no
<b>Notable Clients</b>	Key customer wins (references available upon request)	Chili's, Golden State Warriors, Hyatt	Motorola, WeWork

<b>Top Customer Verticals</b>	Verticals in which supplier has historically had the most success	Financial Services, Healthcare, Retail, SLED	Financial Services, SLED, Tech
<b>On-Site Implementation / Training</b>	Does the supplier charge extra for these services?	Add-on admin implementation & training available beyond standard services provided	Yes
<b>Implementation Overview</b>	Description or link providing further detail	<a href="#">Implementation Overview</a>	<a href="#">Implementation Overview</a>
<b>Downdetector</b>	Collection of reports offering real-time status and outage information	<a href="#">Downdetector: RingCentral</a>	n/a
<b>Collaboration Solutions Available</b>	Native and/or 3rd-party resale options offered by supplier	RingCentral Meetings, RingCentral Rooms, RingCentral Room Connector, RingCentral Webinar	Proprietary
<b>Differentiators</b>	Unique features of the provider	<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 &amp; 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>	<p>Built on Google Cloud's Platform using microservices architecture</p> <p>Mobile-first strategy emphasizing the same user experience on the cell phone as the desktop client</p> <p>Voice AI included standard - real time transcriptions and analytics on all voice</p>