UCaaS Matrix

	STRATOSPHERE NETWORKS	cisco Webex	zoom
Provider	link to provider's Pathfinder profile	Cisco Webex	Zoom
HQ	Location of headquarters	San Jose, CA	San Jose, CA
# of Employees	in-house staff	76,000	6,000
Public / Private	Privately owned or publicly traded	Public: CSCO	Public: ZM
Seats in Service	Number of licenses deployed	13M (Webex Calling)	70M (UCaaS); 5.5M (Phone Seats)
Minimum Seat Count / MRC	# of seats or MRC minimum required to engage	no minimum	no minimum
Sweet Spot	Ideal opportunities for the provider	5-1,000 seats	150-2,500+ seats
Key Acquisitions	Companies acquired and integrated into the supplier's offering	Broadsoft	Keybase, Kites, Solvvy
Datacenter Locations	Location of supplier's data centers APAC: Asia-Pacific EMEA: Europe, Middle East, Africa LATAM: Latin America NA: North America	APAC: Melbourne, Osaka, Sydney, Tokyo Canada: Toronto, Vancouver UK: London US: Chicago, Dallas, Los Angeles, New York	APAC: Hong Kong, Hyderabad, Melbourne, Mumbai, Osaka, Singapore, Sydney, Tianjin, Tokyo Canada: Toronto, Vancouver EMEA: Amsterdam, Frankfurt LATAM: Queretaro (Mexico), São Paulo US: Denver, Newark, New York City, San Jose, Virginia
International Full PSTN Replacement	local DID + in-country calling experience, number portability, access to emergency services	19 Countries	47+ Countries
Compatible Handsets	IP phones supported and/or resold by supplier	Algo, Cisco, Grandstream, Poly, Yealink Read more here.	Algo, Cisco, Grandstream, Logitech, Poly, Snom, Yealink
Platform	Does provider leverage a proprietary/native platform or leverage a platform via third-party partnership?	Cisco (Webex Calling)	Proprietary
Microsoft Teams Integrations	Supplier's capability with Microsoft Teams	Embedded Dialer	Direct Routing - Bundled PBX Direct Routing - Microsoft PBX Embedded Dialer
Compliance	Compliance standards the provider has met or is capable of assisting a cloud customer in meeting.	FedRAMP, HIPAA, ISO 27001, SOC 2 Additional Compliances: SOC 3 Refer to Cisco Webex Calling Privacy Sheet for compliances	CCPA, CPNI, Cloud Security Alliance (CSA), FedRAMP, GDPR, HIPAA, HITRUST, ISO 27001, SOC 2 Additional Compliances: FERPA, IAPP, NCSC DOD IL2, PIPE/PHIPA; Full List

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Contact Center	Contact center solutions the supplier offers	Cisco Webex Contact Center	Proprietary
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
Line of Business App Integrations	3rd-party SaaS solutions the supplier has integrated with	Cisco Webex/Webex Teams, EPIC, Google Workspace, HubSpot, Microsoft Dynamics, Microsoft Office, NetSuite, Salesforce, ServiceNow, Slack, Zendesk, Zoho Additional Integrations: Full List	Cerner, EPIC, Google Workspace, HubSpot, Microsoft Dynamics, Microsoft Office, Salesforce, ServiceNow, Slack, SugarCRM, Zendesk, Zoho Additional Integrations: Full List
AI Capabilities	Artificial Intelligence tools incorporated in the provider's solution	Assign Action Items Live Language Translation Note Taking & Summarization Real-Time Transcription Sentiment Analysis Additional Capabilities: Full List.	Assign Action Items Live Language Translation Note Taking & Summarization Real-Time Transcription Sentiment Analysis
SD-WAN Offerings	SD-WAN technologies that these providers offer and manage themselves.	Cisco Catalyst SD-WAN	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.	via Cisco partners	no
Bring Your Own MPLS	If MPLS is supported, can the client bring any MPLS provider? Additional cost likely to apply.	yes	yes
Top Customer Verticals	Verticals in which supplier has historically had the most success	n/a	Education, Healthcare, Professional Services, Technology
On-Site Implementation / Training	Does the supplier charge extra for these services?	via Cisco partners	Additional Charge
Implementation Overview	Description or link providing further detail	via Cisco partners	Read more here
Dedicated Customer Support	Does the supplier provide dedicated support personnel? If so, is this included or is there an additional cost?	Read more here and here	24/7 global access included. Premier/Premier+ packages available for additional charge. Read more here
Collaboration Solutions Available	Native and/or 3rd-party resale options offered by supplier	Cisco Webex	Proprietary

	STRATOSPHERE NETWORKS	CISCO Webex	zoom
Case Studies	link to provider's case studies page	Read more here.	Read more here.
Differentiators	unique features of the technology	Market leader with over 55.5M users across the globe Flex licensing eligibility Seamless integration with industry-leading Cisco Webex Meetings platform	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.