










UCaaS Matrix

			
Provider	link to provider's Pathfinder profile	Vonage Business	Zoom
HQ	Location of headquarters	Homdel, NJ	San Jose, CA
# of Employees	in-house staff	2,500	6,000
Public / Private	Privately owned or publicly traded	Public: ERIC	Public: ZM
Seats in Service	Number of licenses deployed	1M	7M (Zoom Phone)
Minimum Seat Count / MRC	# of seats or MRC minimum required to engage	no minimum	no minimum
Sweet Spot	Ideal opportunities for the provider	10-10,000 seats	150-2,500+ seats
Key Acquisitions	Companies acquired and integrated into the supplier's offering	Acquired by Ericsson iCore, NewVoiceMedia, Nexmo, Over.AI, Simple Signal, Telesphere, TokBox, Vocalocity	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	AWS Data Centers APAC: Singapore, Sydney Canada: Calgary, Montreal EMEA: Dublin, Frankfurt, Jerusalem, Paris UK: London US: Atlanta, Chicago, Salt Lake City, Scottsdale	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	90+ Countries	47+ Countries
Compatible Handsets	IP phones supported and/or resold by supplier	Cisco, Panasonic, Poly, Yealink	Algo, Cisco, Grandstream, Logitech, Poly, Snom, Yealink
Platform	Does provider leverage a proprietary/native platform or leverage a platform via third-party partnership?	Proprietary	Proprietary
Microsoft Teams Integrations	Supplier's capability with Microsoft Teams	Middleware Direct Routing - Bundled PBX 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.	CPNI, GDPR, HIPAA, HITRUST, ITAR, ISO 27001, NIST 800-53, PCI, SOC 2, SOX Additional Compliances: FINRA	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

			
Contact Center	Contact center solutions the supplier offers	<p>CX Express and CX Elevate for basic call center features and non-CRM integrated users.</p> <p>Vonage Omni-Channel Contact Center (VCC) is available for Salesforce, ServiceNow, Zendesk Microsoft Dynamics 365 and more.</p>	Proprietary
Key System Emulation	Can imitate Key Phone System functionality	Yes	Yes
SIP Trunking Available	Does the supplier offer SIP trunking services for on-premises PBXs?	Yes	Yes
Line of Business App Integrations	3rd-party SaaS solutions the supplier has integrated with	<p>Athena, Bullhorn, Cerner, EPIC, Fiserv, Google Workspace, HubSpot, Jack Henry, Microsoft Dynamics, Microsoft Office, NetSuite, Salesforce, ServiceNow, Slack, SugarCRM, Zendesk, Zoho</p> <p>Additional Integrations: Clio, Connectwise, Job Diva, Prodoscore, Workplace, Zapier</p>	<p>Cerner, EPIC, Google Workspace, HubSpot, Microsoft Dynamics, Microsoft Office, Salesforce, ServiceNow, Slack, SugarCRM, Zendesk, Zoho</p> <p>Additional Integrations: Full List</p>
AI Capabilities	Artificial Intelligence tools incorporated in the provider's solution	<p>Assign Action Items</p> <p>Live Language Translation</p> <p>Note Taking & Summarization</p> <p>Real-Time Transcription</p> <p>Sentiment Analysis</p>	<p>Assign Action Items</p> <p>Live Language Translation</p> <p>Note Taking & Summarization</p> <p>Real-Time Transcription</p> <p>Sentiment Analysis</p>
SD-WAN Offerings	SD-WAN technologies that these providers offer and manage themselves.	VMware SD-WAN (VeloCloud)	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.	yes	yes
Top Customer Verticals	Verticals in which supplier has historically had the most success	Finance, Healthcare, IT, Retail	Education, Healthcare, Professional Services, Technology
On-Site Implementation / Training	Does the supplier charge extra for these services?	Additional Charge	Additional Charge
Implementation Overview	Description or link providing further detail	Read more here	Read more here
Dedicated Customer Support	Does the supplier provide dedicated support personnel? If so, is this included or is there an additional cost?	Included	<p>24/7 global access included. Premier/Premier+ packages available for additional charge.</p> <p>Read more here</p>

			
Collaboration Solutions Available	Native and/or 3rd-party resale options offered by supplier	Proprietary	Proprietary
Case Studies	link to provider's case studies page	Read more here.	Read more here.
Differentiators	unique features of the technology	<p>Own the entire technology stack from Applications (UCaaS, CCaaS) and Programmable Communications (APIs).</p> <p>Omni-channel Contact Center solutions embedded into and optimized for Salesforce, ServiceNow and Microsoft Dynamics 365.</p> <p>Integrations into customer's existing productivity tools, and solving unique communication with custom solutions.</p>	<p>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.</p>