

# UCaaS Matrix



Provider		GoTo	Zoom
HQ	Location of headquarters	Boston, MA; Dublin, Ireland	San Jose, CA
# of Employees	in-house staff	<i>confidential</i>	6,000
Public / Private	Privately owned or publicly traded	Private	Public: ZM
Seats in Service	Number of licenses deployed	1.45M	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	25-1,500 seats	150-2,500+ seats
Key Acquisitions	Companies acquired and integrated into the supplier's offering	Jive, Miradore	Keybase, Kites, Solvvy, Workvivo
Datacenter Locations	Location of supplier's data centers  APAC: Asia-Pacific  EMEA: Europe, Middle East, Africa  LATAM: Latin America  NA: North America	EMEA: Frankfurt  LATAM: São Paulo  UK: London  US: Chicago, Grand Rapids, Las Vegas, Los Angeles, Portland, Salt Lake City, Seattle	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	12 Countries	47+ Countries
Compatible Handsets	IP phones supported and/or resold by supplier	Algo, Cisco, Grandstream, Panasonic, Poly, Yealink	Algo, Audiocodes, Cisco, Grandstream, Logitech, Poly, Snom, Yealink

<b>Platform</b>	Does provider leverage a proprietary/native platform or leverage a platform via third-party partnership?	Proprietary	Proprietary
<b>Microsoft Teams Integrations</b>	Supplier's capability with Microsoft Teams	<p>Middleware</p> <p>Direct Routing - Bundled PBX</p> <p>Embedded Dialer</p>	<p>Direct Routing - Bundled PBX</p> <p>Direct Routing - Microsoft PBX</p> <p>Embedded Dialer</p>
<b>Compliance</b>	Compliance standards the provider has met or is capable of assisting a cloud customer in meeting.	<p>CCPA, GDPR, SOC 2</p> <p>Additional Compliances: TIPS</p>	<p>CCPA, CPNI, Cloud Security Alliance (CSA), FedRAMP, GDPR, HIPAA, HITRUST, ISO 27001, SOC 2</p> <p>Additional Compliances: FERPA, IAPP, NCSC DOD IL2, PIPE/PHIPA</p>
<b>Contact Center</b>	Contact center solutions the supplier offers	Proprietary	Proprietary
<b>Key System Emulation</b>	Can imitate <a href="#">Key Phone System</a> functionality	Yes	Yes
<b>SIP Trunking Available</b>	Does the supplier offer SIP trunking services for on-premises PBXs?	Yes	Yes
<b>Line of Business App Integrations</b>	3rd-party SaaS solutions the supplier has integrated with	<p>Microsoft Office, Google Workspace, Salesforce, Slack, Zendesk, Zoho</p> <p>Additional Integrations: CurveDental, DealerSocket, Redtail, VinSolutions</p> <p><a href="#">GoTo Connect integrations</a></p>	<p>Cerner, EPIC, Google Workspace, HubSpot, JobDiva, Microsoft Dynamics, Microsoft Office, Salesforce, ServiceNow, Slack, SugarCRM, Zendesk, Zoho</p> <p>Additional Integrations: <a href="#">Full List</a></p>
<b>AI Capabilities</b>	Artificial Intelligence tools incorporated in the provider's solution	<p>Additional Capabilities: Open AI Integration Campaign Creation</p>	<p>Assign Action Items</p> <p>Live Language Translation</p> <p>Note Taking &amp; Summarization</p> <p>Real-Time Transcription</p> <p>Sentiment Analysis</p>
<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.	<p>yes; dedicated voice circuits, SIP trunking</p> <p>Not to be positioned as a SIP trunk "provider"; rather, this is a hybrid solution for on-prem migration to UCaaS</p>	no

<b>Bring Your Own MPLS</b>	If MPLS is supported, can the client bring any MPLS provider? Additional cost likely to apply.	yes	yes
<b>Top Customer Verticals</b>	Verticals in which supplier has historically had the most success	Automotive, Education, Healthcare, Legal	Education, Healthcare, Professional Services, Technology
<b>On-Site Implementation / Training</b>	Does the supplier charge extra for these services?	Additional Charge	Additional Charge
<b>Implementation Overview</b>	Description or link providing further detail	Available Upon Request	Available Upon Request
<b>Dedicated Customer Support</b>	Does the supplier provide dedicated support personnel? If so, is this included or is there an additional cost?	24/7 support included with annual subscription	24/7 global access included. Premier/Premier+ packages available for additional charge.
<b>Collaboration Solutions Available</b>	Native and/or 3rd-party resale options offered by supplier	GoToConnect (voice, chat, video), GoToMeeting (video only), GoToWebinar (online presentations), GoToTraining (virtual classrooms), GoToRoom (hardware room system for GoToMeeting video)	Proprietary
<b>Case Studies</b>		Available Upon Request	Available Upon Request
<b>Differentiators</b>	unique features of the technology	<p>Easy to use, easy to manage, simple licensing, competitive pricing, inclusive national &amp; international minutes, free off-the-shelf CRM integrations, free use of open API, highly-rated customer service and support.</p> <p>Only UCaaS provider to also offer ITSG (remote desktop MTCE bundled for IT)</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.