



**Raising the Bar
on Innovation**



ChannelVision Visionary Spotlight Awards 2019

Beka Business Media and *ChannelVision Magazine* have announced the 2019 winners for the annual Visionary Spotlight Awards (VSA), a program designed to highlight outstanding leadership and innovation in the channel.

The VSA program recognizes the best communications deployments, services and products across several different categories. Each year, *ChannelVision's* editors hand pick the winners that demonstrate the most impressive creativity, forward-thinking ability and feature set differentiation – as well as those which go above and beyond to help their partners profit and grow.

"This year's class of VSA winners is one of our most innovative groups to date," said Beka Business Media president and CEO Berge Kaprelian. "These companies are ushering in a new era in communications, built on technologies such as software-defined everything, IoT, the cloud and next-generation security. In the process, they're opening up many new doors for channel partners. It's truly an exciting time for our industry. We're proud to showcase all of our VSA winners, and look forward to watching each company build off of this momentum in 2019 and beyond."

Once again, the list of VSA nominations was so strong that multiple winners were selected for certain categories. Thank you to everyone who submitted a nomination, and congratulations to all of this year's winners.

OVERALL EXCELLENCE AWARDS



This year, **Star2Star**, **Telesystem**, **RingCentral**, **AireSpring**, **Vonage** and **Fuze** all received "Channel Program of the Year" awards.

Star2Star's partner program was selected primarily for the flexibility and end-to-end support that it provides for partners. Star2Star offers a tailored partner program experience for all types of sellers, including resellers, agents and wholesale providers.

Partners benefit from Star2Star's 100 percent chan-

nel-based sales model, rich promotions and rewarding earnings structure.

"Partners are always our first priority, as their success is our success," the company said. "Our partner program is also the only one to offer the Full Spectrum Communications Solution, an innovative cloud communications system designed to provide solutions for every business need."

Partners' benefits are two-fold, with concierge support from Star2Star and the ability to become their customers' go-to provider and consultant for cloud communications, telecommunications hardware, and 24/7/365 support.

Telesystem also was honored for its flexible program, which offers three levels of membership (Elite, Authorized and Referral). Partners are free to choose the tier that best aligns with their business.

Members of Telesystem's partner program can earn SPIFFs on both the master and subagent level, allowing agents to maximize their earnings with their portfolio of voice, data, cloud and security solutions.

Telesystem's Elite Agents, it should be noted, are paid at top residual and bonus levels and are supported by a team of regionalized channel managers. Partners at this level are also supported by Telesystem's Elite Agent Coordinator, who provides customized marketing content, helps promote the Elite Agent's program, and aides in planning and executing co-hosted activities.

The company also offers the Agent Academy, a unique training program hosted by the company's regional channel managers and sales/ support teams.

Telesystem and the members of its partner program have spent more than 20 years designing unique solutions to empower businesses and deliver confidence to their customers. Most recently, the company announced major enhancements for its UCaaS offering.

RingCentral saw a 71 percent YoY increase in channel revenue in 2018, while channel partners closed 61 of 78 deals worth over \$1 million, total customer value.

RingCentral's partner program now features more than 20 master agents and more than 9,000 partners spread across the U.S., U.K., Canada, EMEA and APAC regions.

Partner sales are supported by channel managers, subject-matter experts, a dedicated partner support line, partner portal and operations support. The company's no-cost, on-demand certifications, in-person trainings, events, concierge marketing support and a host of additional enablement tools help set partners up for long-term success.

RingCentral also offers the Channel Harmony program, designed to eliminate channel conflict between its direct sales and partners. The Channel Harmony Program offers 100 percent compensation to both the partner and RingCentral's sales team for every deal that closes, no matter the size, throughout the lifetime of the customer.

Plus, RingCentral provides segment and vertical specialized subject-matter experts, sales engineers and executive sponsorship to help close deals. The partner is responsible for bringing in qualified leads. This, the company says, creates a win-win situation for everyone involved and effectively eliminates channel conflict.

AireSpring is another company that's actively working to minimize conflict for partners.

"From the perspective of the average sales agent or master, as carriers grow, the value of the indirect channel tends to be perceived as diminished in the eyes of mega-suppliers. More channel conflict ensues," the company explained. "That will not happen at AireSpring which is a 100 percent channel-focused organization. AireSpring has no developed direct sales channel, meaning the channel doesn't take a back seat to retail opportunities."

The privately owned, family operated company positions itself as the Amazon of the telco industry, for one-stop shopping and real-time quotes. AireSpring offers NNIs to more than 20 carriers in the U.S., in addition to white glove customer service for agents and their clients.

Partners can log into an ecosystem of connectivity options and instantly see what's available in hundreds of thousands of addresses and buildings across the nation.

Vonage, meanwhile, offers a partner network with Platinum, Gold, Silver and Emerging tiers – each with a unique set of benefits, rewards and tools to augment partners' sales efforts.

Performance-based incentives and revenue growth recognition thresholds provide flexibility to quickly advance

across the tiers, earn more and expand revenue potential and market reach with agility.

Designed to meet the evolving needs of both channel partners and the enterprises they serve, Vonage's partner network allows the company to introduce new resources and incentives that enable sales opportunities for partners at scale.

Resources include a leading-edge partner portal and access to Vonage's entire product portfolio, including services offered through Nexmo, the Vonage API Platform, and new business leads, along with industry-leading rewards and recognition, and a customized, residual-selling model.

Fuze was recognized for its growing channel partner network, which now runs across North America, EMEA, Australia and New Zealand. The program has more than 400 partners engaged directly or through master agents.

"The overall number of deal registrations has doubled year-over-year, resulting in a significant increase to channel contributions, as compared to the overall booking numbers," the company explained. "This increase is particularly true in the UCaaS market of more than 1,000 employees, where Fuze is an industry leader. Fuze partners also have played a critical role in introducing new opportunities for more than 20,000 seats."

To reflect the needs of its growing list of partners, Fuze introduced the ability for partners to resell Fuze solutions in addition to the referral model, giving partners the flexibility to choose their own levels of involvement across the Fuze sales process, whether it's collaborating on customer acquisitions from start to finish, or simply offering an initial recommendation.



nexVortex took home this year's "Channel Deployment of the Year" award.

nexVortex was recognized for its new Managed Hosted Voice with LTE (mHV with LTE) offering, an enhancement to its mHV solution.

mHV utilizes a small edge device that gets deployed on the customer premises and paired with the nexVortex network to compensate for packet loss. It does this by intelligently duplicating, transmitting and recombining voice data

packets traveling between the customer's site and the nexVortex Network and Hosted Voice platform over multiple wired ISPs.

"mHV with LTE was developed because there are a large number of businesses which only have a single choice for a wired ISP (think tire stores, dollar stores, barbershops)," the company said. "If these customers lost that ISP, both their voice and data services are down. That means no point of sale and no way to communicate with customers. Our mHV with LTE allows a wireless LTE data service to be used as the second ISP but only when needed, and that is where the innovation comes in. We deliver the service complete with the edge device, LTE modem and LTE data service."

This service is completely turnkey. The premises equipment, including the LTE modem and data service, are all provided by nexVortex. The solution is provided with multiple SIM cards (from different carriers) so that if AT&T has the strongest signal in one building, but Verizon or Sprint has the stronger signal in a different building, the customer gets the best performance possible.

The company also has taken measures to protect the customer's data plan by building in a level of monitoring and intelligent escalation that only uses LTE when it is absolutely needed.

Broadvoice is generating a considerable amount of buzz from its b-hive solution, a UCaaS and virtual call center platform delivering cloud communications to SMBs nationwide.

The platform is connected to Broadvoice's secure, redundant network and hosting infrastructure, enabling SMBs to connect with customers securely any-time, anywhere and with any device. As a virtual call center, b-hive offers built-in features for call management, operational supervision and analytics and takes advantage of advances in network technology such as SD-WAN and cybersecurity to provide a feature-rich, future-proof and fail-safe communications solution.

When bundled with Broadvoice's SD-WAN edge device options, Broadvoice is also able to ensure QoS at a price point that aligns with SMB budgets.

LG was recognized for its Transparent Color LED, an adhesive film offering eye-catching digital content and information.

The versatile LED film offers more than 1,000 nits of brightness while maintaining a high transparency that brings content and information to life.

At just 1.5mm, the 24mm pixel pitch display can be installed on most glass surfaces using its self-adhesive transparent film, making it easy to install with minimal construction required. As a result, the LG Transparent Color LED film is ideal for indoor and window-facing areas with large glass surfaces such as retail storefront windows.

The flexible display also works on curved surfaces (supporting up to 1,100R concave) and in parallel to the bezel, can be cut to size, converting areas of ordinary glass into state-of-the-art, colorful digital signage.

Telesystem was honored for its Secure SD-WAN solution, which provides multiple layers of security to protect against internet and branch cyberthreats. Secure SD-WAN allows you to take a variety of transport types and make them a part of a common, encrypted network, all managed by software.

Telesystem's solution also features software-based security functions, including stateful and next-generation firewalls, malware protection, URL and content filtering, IPS and anti-virus, DDoS and VPN/next-generation VPN.

With Telesystem Secure SD-WAN, customers can take advantage of a variety of transport options such as broadband, dedicated internet access (DIA) or 4G LTE wireless, instead of relying solely on expensive, private MPLS connections.



broadvoice™



Telesystem

vMOX

Vonage
Business

netcarrier
telecom

CHOICE
BUSINESS CONNECTIONS

Broadvoice, LG, Telesystem, vMOX, Vonage, NetCarrier and Choice Business Connections all received "Top Innovation Awards for 2019."

vMOX's mobile telecommunications cost optimization technology enables businesses to save 20 percent to 40 percent each month on their existing mobility spend, with no change in underlying carrier, device, billing party or end-use experience.

This proprietary technology analyzes live carrier billing data and employs modeling algorithms, usage and trending pattern analysis and multi-scenario comparisons to explore all potential savings opportunities and ensure that all mobile devices are utilizing the most cost-effective plans and feature packages available throughout the entire billing cycle.

vMOX's mobility optimization solution offers partners a unique mobility-centered service, enabling partners to deliver significant savings to clients on their existing services with a behind-the-scenes implementation model that will avoid disrupting clients' existing provider relationships or the experience of their end users. Its shared savings billing model is performance based, so the more a client saves, the higher residual commission the partner earns.

Vonage introduced its Number Programmability offering, providing enterprises with unprecedented capabilities to customize their business communications applications. With Number Programmability, any Vonage phone number comes with a range of API-driven capabilities, enabling enterprises to customize their communications to meet their unique business needs with just a few lines of code.

Vonage Number Programmability can connect to a Nexmo Voice application, giving developers a way to programmatically route calls, enable chatbots, create custom communications applications with standard web technologies, create customizable voice and messaging workflows layered on top of UCaaS functionality, integrate with third-party systems and more.

Developers will also receive access to Vonage platform data they need to dynamically route calls. Additional Number Programmability features and functionality that can be enabled via APIs include IVR-driven workflows, voicebots, voice broadcast, call tracking, local proxy dialer and click-to-call.

NetCarrier now offers Contact Center Lite, a feature of the nCloud Connect communications platform designed to enhance the inbound call center environment with queues, intelligent routing strategies, standard reports, call recording, supervisor roles and more.

Contact Center Lite was designed for SMB customers seeking intelligent routing strategies, reporting and supervisor functionality without the high price tag and added bells and whistles of a full contact center solution.

It provides the ability for a supervisor to monitor calls in progress, coach employees while on a call or barge into an active call to handle the situation if necessary. The supervisor also can pull historical reports on call analytics. Reports may include average hold times, speed of answer, abandoned caller rate, least active agent or total calls.

NetCarrier also assigns a project manager who hosts a configuration with the customer to design their entire phone system, including their call center.

Choice Business Connections launched its CAMP wireless connectivity and management IoT platform in 2018. This proprietary, web-based platform provides solution and IoT providers with total visibility and control over their entire wireless ecosystem, enabling them to streamline and scale deployment for their services and devices.

Effectively managing multiple wireless systems can be challenging for IoT resellers and solution providers that need the ability to instantly update data usage, SIM activations and more, the company said. With CAMP, you can quickly address issues and make smarter decisions with the support of real-time alerts and analytics; easily manage instant activations, data usage, tickets and more with carrier-integrated APIs; and simplify navigation while gaining greater visibility across plans, pricing, coverage and features.

"In addition to the high level of support and quick response I receive from Choice Business Connections I have found their Camp portal extremely easy to utilize," commented Newgate Security president Charles Greenwald. "We have been able to get orders out the door on short notice thanks to their simple approach to managing our SIM inventory and instant activation available through CAMP."



CSP Communications Deployment of the Year 2019 awards were given to **LG** and **nexVortex**.

LG's 77-inch LG OLED Hotel TV was designed to deliver a superior entertainment experience for hotel guests. It offers perfect blacks, incredible color and virtually limitless contrast ratios, plus Dolby Atmos (4.2 channel) audio and Dolby Vision and HDR10 capability.

This model was designed to provide a higher level of luxury, as well as enhanced connectivity and more immersive TV viewing experiences. As the need for distinct elements like bezel or a thick stand has been eliminated, the refined and aesthetically pleasing design intensifies the viewing experience.

In addition, the LG OLED Hotel TV utilizes the LG Pro:Centric SMART system, delivering greater usability and convenience for seamless exploration of TV content, and also providing great solutions for hotel management. Pro:Centric SMART is ideal for customizing hospitality services for hotel brands and guests through an IP & RF infrastructure.

nexVortex was awarded for its above-mentioned mHV with LTE solution.



In addition to the Overall Excellence Awards, we also recognized a number of winners for the Enterprise Technology and Service Provider Enablement categories.

ENTERPRISE TECHNOLOGY

UNIFIED COMMUNICATIONS AND VOIP



HOSTED VOIP



IOT, SMART OFFICE/CITY AND M2M



ENTERPRISE MOBILITY



STORAGE AND VIRTUALIZATION



SAAS AND CLOUD APPLICATIONS



OTT AND ONLINE/CLOUD CONTENT AND SERVICES



MULTILOCATION DEPLOYMENTS



SD-WAN AND SD-BRANCH



MANAGED SERVICES



CYBERSECURITY



SERVICE PROVIDER ENABLEMENT

BROADBAND AND CAPACITY



SERVICE PROVIDER MOBILE



TELECOM LEGAL/ REGULATORY

