



## UCaaS Comparison Guide

The following TBI chart is an aid to quickly understand our best of breed UCaaS Providers, differences and positioning.

- SMB, 1-100 employees
- Mid-Market, 101-1,000 employees
- Small Enterprise, 1,001-3,000 employees
- Mid Enterprise, 3,001-10,000 employees
- Large Enterprise, 10,001+ employees

	8x8	AT&T	CallTower	Fuze (Thinking Phones)	Masergy	Mitel	NTT (Arkadin)	RingCentral	Tata	Verizon	Vonage	West	Windstream
<b>Platform</b>	Proprietary	Broadsoft	Cisco HCS Skype for Business	Proprietary	Broadsoft	Proprietary	Microsoft SfB (Mid-Market - Small Ent.) Cisco HCS (Mid-Ent. - Large Ent.)	Proprietary	Hosted Dedicated Microsoft SfB and Cisco CUCM. Managed Enterprise Connector for SfB. Cisco HCS.	Broadsoft (SMB - Mid-Market) Cisco HCS (Mid-Market - Large Ent.)	Proprietary (SMB) Broadsoft	Cisco HCS	Avaya, Broadview, Mitel
<b>Gartner Rating</b>	Leader	Challenger	N/A	Visionary	Niche	Visionary	Challenger	Leader	N/A	Leader	N/A	Leader	N/A
<b>Client Size</b>	SMB Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	SMB Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	SMB Mid-Market Small Enterprise	Mid-Market Small Enterprise Mid-Enterprise	Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	SMB Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	SMB Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	Small Enterprise Mid-Enterprise	SMB Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	SMB Mid-Market Small Enterprise Mid-Enterprise	Mid-Market Small Enterprise Mid-Enterprise Large Enterprise	SMB Mid-Market Small Enterprise Mid-Enterprise
<b>Seat Minimum</b>	1 seat	1 seat	1 seat	50 seats	50 seats	1 seat	75 seats	1 seat	500	1 seat (Broadsoft) 300 seats (Cisco HCS)	1 seat	200 seats	Broadview - 1 seat Avaya/Mitel - 250 seats
<b>Sweet Spot</b>	50-15,000 seats	6-2,500 seats	50-2,500 seats	1,000-10,000 seats	500-5,000 seats	5-5,000 seats	100-1,500 seats 2,500-20,000 seats	<10,000 seats	Multinational corporations, primarily outside of South America with 10k+ employees	Broadsoft - 20-1,000 seats Cisco HCS - 1,000-10,000 seats	5-5,000 seats	500-10,000 seats	25 - 5,000 seats
<b>Average Customer</b>	Mid-Market - 750-1,000 seats Large Enterprise - 10,000 seats	N/A	150 seats	1,300 seats	150 seats	100 seats	Mid-Market: 175 seats Large Ent.: 15,000 seats	N/A	5,000 seats	Broadsoft: 10 seats	75 seats	700 seats	N/A
<b>Largest Customer</b>	25,000+ seats with 100+ locations	N/A	SfB - 5,000 seats Cisco - 2,000 seats	29,000 seats	5,000 seats	220,000 seats	90,000 seats	N/A	20,000 seats	N/A	5,000 seats	25,000 seats	N/A
<b>Top Client Verticals</b>	Finance Healthcare Legal Professional Services State/Local/Edu. Retail	Education Finance Government Healthcare Retail	SfB - Education, Government, Not for Profit, Healthcare  Cisco - Financial Services, Healthcare	Healthcare High-tech Retail	Finance Healthcare High-tech Legal Retail	Edu. / Gov. Finance Healthcare Hospitality Retail	Business Services High-tech Professional Services Manufacturing Software	Healthcare High-tech Legal Real Estate Retail	BFSI Healthcare High Tech Media Transportation	Gov. / Edu. Manufacturing Professional Services	Finance Healthcare Legal Manufacturing Retail	Construction Financial Healthcare Legal Manufacturing	Healthcare Real Estate/Construction Pro Services Financial Hospitality
<b>Compliance</b>	FISMA, HIPAA, PCI SOX CPNI, Privacy Shield US/UK, Cyber Essentials UK, ISO 27001 & 9001, UK Gov't ATO	HIPAA PCI	N/A	HIPAA PCI SSAE 16 SOC 2	HIPAA PCI	HIPAA PCI SOC 2	ISO 270001:2013	HIPAA, PCI SOC 2, SOX SSAE 16	ISO 270001, HIPAA	HIPAA	PCI	HIPAA PCI SOX	HIPAA PCI SSEA 16
<b>Contact Center</b>	Proprietary	Broadsoft	SfB - Clarity Connect or Five9 Cisco - Five9	Proprietary -OR- InContact Integration	Broadsoft	Proprietary -OR- LiveOps Integration	Hosted Clarity Connect Integration -OR- 3rd party contact center integrations	InContact Integration -OR- Proprietary	Cisco HCS	InContact Integration	Broadsoft -OR- LiveOps / InContact Integration	Proprietary -OR- Cisco UCCX	Avaya Broadview Mitel Telstrat
<b>Geographic Focus</b>	North America LATAM Europe Asia/Pac	North America	North America LATAM Europe Asia/PAC	North America Europe Asia/Pac	North America Europe Asia/Pac	North America Europe Asia/Pac	North America LATAM Europe Asia/Pac	North America Europe Asia/Pac	North America EMEA Asia/Pac	North America LATAM EMEA Asia/Pac	North America Europe Asia/Pac	North America LATAM Europe Asia/Pac	North America
<b>Delivery</b>	Over-the-top, MPLS	Over-the-top, MPLS	Over-the-top, MPLS, DIA	Over-the-top, MPLS, SD-WAN	Over-the-top, MPLS, SD-WAN	Over-the-top, MPLS, SD-WAN (VeloCloud)	Over-the-top, MPLS	Over-the-top, MPLS	Over-the-top, MPLS, SD WAN	Over-the-top, MPLS	Over-the-top, MPLS, SD-WAN (VeloCloud)	Over-the-top, MPLS, SD-WAN	Over-the-top, MPLS
<b>Key App Integrations</b>	Microsoft, NetSuite, Salesforce, Zendesk	Microsoft SfB, Office 365, Salesforce	Cisco, iMeet, Microsoft SfB, Adobe Connect, Five9, Dynamics, Salesforce, Zendesk, SugarCRM	Open API, Google, Marketo, Office 365, Okta, Oracle, Salesforce WebRTC, Workday, Zendesk	CloudPipes (Platform as a Service), Open API, Microsoft SfB, Office 365, Salesforce, WebRTC, Zoho	Box, Google for Work, Microsoft, NetSuite, Oracle, Salesforce SugarCRM, Vido WebRTC, Zendesk Zoho	Cisco Jabber, Microsoft Oracle, Salesforce, SAP	Open API, Box, Dropbox, Google for Work, Microsoft SfB, Office 365, Oracle, Salesforce, ServiceNow, SugarCRM WebRTC, Zapier, Zendesk and more	Microsoft SfB, Cisco Spark, Egain, Verint, Calabrio	Open API, Box Dropbox, Google for Work, Microsoft SfB, Office 365, Oracle, Salesforce & Lightning, ServiceNow WebRTC, Zapier Zendesk	Bullhorn, Clio, Google, Jobdiva, Microsoft NetSuite, Oracle Salesforce, WebRTC, Zendesk, Zoho	Amazon, Cisco Spark, Exchange, Google for Work, Microsoft SfB Salesforce	Google for Work, Microsoft Salesforce, Telstrat, Teleopti
<b>Devices</b>	Cisco SPA, Polycom IP Polycom VVX Spectralink, Yealink	Cisco, Polycom, Yealink	Polycom VVX and CX series, Cisco 69xx, 78xx, 88xx, 89xx and 99xx	Cisco, Polycom, Yealink	Cisco (ICB), Polycom	Aastra, Mitel	Audiocodes, Cisco Jabra, Logitech Plantronics, Polycom	Cisco SPA, Polycom IP Polycom VVX Yealink	Polycom, Plantronics, Cisco	Cisco SPA, Polycom IP Polycom VVX Yealink	Cisco SPA, Grandstream Panasonic, Polycom VVX Yealink	Cisco, Polycom	Avaya, Mitel
<b>Pricing</b>	Bundled	Bundled	Bundled w/ optional add-ons	Bundled	Bundled	A la carte	Bundled -OR- a la carte	Bundled w/ Optional Add-Ons	A-Z per minute, MRC for DID, Bundled Options for Domestic	Bundled w/optional add-ons	A la carte	A la carte	Bundled & A la carte
<b>Note (Brief)</b>	Local DIDs in 114 countries. Can deliver a UC & Contact Center on single integrated & localized platform	Hosted in the AT&T Integrated Cloud	Microsoft and Cisco are both ranked as Leaders for UC by Gartner in 2016. Native DIDs and network in 57+ countries. Environments can function with both Cisco and SfB together.	Native calling in 60 countries	Ideal for global w/ hybrid deployment	Local DIDs in 40+ countries; global platform with pure cloud & hybrid cloud options	Native Skype for Business server w/ PSTN telephony, contact center & video interoperability	Global service in 80+ countries & direct sales teaming available for ALL opportunities	Largest international voice provider in world. 2k carrier interconnects. 110+ countries ITFS, PSTN Replacement in 22 countries. Fully integrated global network, data center, voice, collaboration, software & cloud solutions	Global service in 80+ countries & direct teaming for all opportunities	Separate platforms for SMB & Mid-Market/ Enterprise; 22 data centers	Works with Cisco VARs and provides quota relief to Cisco partners. Cisco's largest HCS partner	Leverages monthly average of daily peak seat counts