

UCaaS Matrix



Provider	link to provider's Pathfinder profile	Zoom	8x8	Fuze	RingCentral	Microsoft Teams
HQ	Supplier's headquarters	San Jose, CA	San Jose, CA	Boston, MA	Belmont, CA	Redmond, WA
# of Employees	Size of supplier by employee count	2,200+	1,500	800	4,000	144,000
Public / Private	Privately owned or publicly traded	Public: ZM	Public: EGHT	Private	Public: RNG	Public: MSFT
Seats in Service	Number of licenses deployed	> 40 Million Subscribers	1 Million +	Confidential	2M	20 million daily active users (as of November 2019)
Gartner Magic Quadrant 2020	This provider's placement in Gartner's Magic Quadrant for the industry	Leaders	Leaders	Visionaries	Leaders	Leaders
Forrester Wave 2019	This provider's placement in Forrester's Wave for the industry	Not ranked	Strong Performers	Leaders	Leaders	Leaders
Sweet Spot	Ideal opportunities for the provider	200 -1,000 seats	100-10,000	100-10,000	500 - 25,000	2-10,000+
Key Acquisitions	Companies acquired and integrated into the supplier's offering	N/A - all organic growth	Contactual, DXI, MarianaIQ, QSE, VoiceNET	Contactive, Thinking-Phones, Whaleback	Dimelo - Renamed RingCentral Engage (a social media customer communications service) Glip	LinkedIn, Skype Technologies, Yammer



<p>Primary Datacenters</p>	<p>Location of supplier's core data centers</p> <p>APAC: Asia-Pacific</p> <p>EMEA: Europe, Middle East, Africa</p> <p>LATAM: Latin America</p> <p>NA: North America</p>	<p>NA: Denver, New York City, San Jose</p> <p>EMEA: Amsterdam, Frankfurt</p> <p>APAC: Hong Kong, Melbourne, Mumbai (pending - 2H 2020), Sydney, Tokyo</p> <p>LATAM: São Paulo (pending - 2H 2020)</p>	<p>NA: Ashburn (VA), Canada, Santa Clara</p> <p>EMEA: Amsterdam, London</p> <p>APAC: Hong Kong, New Delhi, Singapore, Sydney</p> <p>LATAM: Rio de Janeiro</p>	<p>NA: Ashburn (VA), Boston, San Francisco, San Jose</p> <p>EMEA: Amsterdam, Frankfurt, London</p> <p>APAC: Hong Kong, Singapore, Sydney</p> <p>LATAM: São Paulo</p>	<p>NA: Atlanta, Chicago, Dallas, Miami, New York, San Jose, Toronto, Vancouver, Vienna (VA)</p> <p>EMEA: Amsterdam, London, Zurich</p> <p>APAC: Singapore, Sydney, Tokyo</p> <p>LATAM: Rio de Janeiro</p>	<p>Data-at-rest locations:</p> <p>APAC: Busan, Chennai, Hong Kong, New South Wales, Osaka, Pune, Seoul, Singapore, Tokyo, Victoria</p> <p>EMEA: Abu Dhabi, Amsterdam, Berlin, Cape Town, Cardiff, Dubai, Dublin, Frankfurt, Geneva, Johannesburg, London, Marseille, Paris, Zurich</p> <p>NA: Bay (CA), Boydton (VA), Quebec City, Toronto</p>
<p>Compatible Handsets</p>	<p>IP phones supported and/or resold by supplier</p>	<p>AudioCodes, Cisco, Poly, Yealink (click here for device list)</p>	<p>Cisco, Panasonic, Poly, Yealink (click here for device list)</p>	<p>Poly, Yealink</p>	<p>Cisco (SPA), Poly, Yealink (click here for device list)</p>	<p>Available via 3rd Party (not from Microsoft):</p> <p>Audiocodes, Poly, Yealink</p>
<p>Platform</p>	<p>Underlying technology platform is built upon</p>	<p>Proprietary</p>	<p>Proprietary</p>	<p>Proprietary</p>	<p>Proprietary</p>	<p>Microsoft</p>
<p>Self-reported Compliance</p>	<p>Regulatory compliances for which the supplier self-audits</p>	<p>Available Upon Request</p>	<p>GDPR Requirements for Data Processors, PCI-DSS Level 4</p>	<p>None; See Below</p>	<p>PCI</p>	<p>None; See Below</p>
<p>3rd-Party Verified Compliance</p>	<p>Regulatory compliances the supplier has verified through 3rd party audits</p>	<p>Available Upon Request</p>	<p>CPNI, Cyber Essentials Plus UK, CSA Star Alliance Compliance, FISMA, HIPAA, HITRUST, ISO27001 & 9001 UK, Privacy Shield US/UK, SOX, UK Gov't ATO</p>	<p>CSA Star Certified, HIPAA, ISO 27001, Privacy Shield, SOC1/SOC2 Type 2</p>	<p>Cyber Security, FINRA, HIPAA, HITRUST CSF, SOC2, SOX</p>	<p>PCI, HIPAA, HITRUST, FedRAMP, SOC 1/2, GDPR</p> <p>Over 42 national, regional, and industry-specific regulations</p>
<p>GDPR Compliance</p>	<p>Ability to comply with new EU standard</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>
<p>Contact Center</p>	<p>Contact center solutions the supplier offers</p>	<p>Partner with Five9, Genesys, Talkdesk, and Twilio</p>	<p>Proprietary</p>	<p>Proprietary (Basic) inContact , Five9 (Advanced)</p>	<p>RingCentral Contact Center (NICE inContact) RingCentral Engage</p>	<p>None</p>
<p>SIP Trunking Available</p>	<p>Does the supplier offer SIP trunking services for on-premises PBXs?</p>	<p>No</p>	<p>No</p>	<p>Yes</p>	<p>No</p>	<p>No</p>



<p>Differentiators</p>	<p>Unique features of the provider</p>	<p>World-class video/web conferencing platform, including Zoom Room Systems with wireless content sharing and one-click meetings</p> <p>Single platform organically developed, providing a consistent user experience across chat, meetings, and phone on any preferred device</p> <p>Contact Center partnerships with Five9, Genesys, NICE inContact, Talkdesk, and Twilio, allowing agents to use Zoom Phone endpoints to field voice interactions</p> <p>Zoom App Marketplace with 200+ apps and bots, along with free access to APIs and SDKs</p>	<p>Local DIDs in 114 countries and Unlimited global calling for phone and contact center across 47 countries</p> <p>Have won awards for highest voice quality over the public Internet (Tolly Group)</p> <p>Owns 170+ VoIP patents</p> <p>Develop 10-12 new 3rd party integrations every quarter</p>	<p>Proven in the Enterprise, with over 280,000 subscribers with companies with greater than 1,000 employees</p> <p>Only focus on Enterprise leads (250+ seats)</p> <p>Delivering innovation with Fuze View, Fuze Discover BI and Fuze Data API for actionable, predictive analytics</p> <p>Real-time network monitoring providing deep insights into customer internet connections to Fuze data centers</p>	<p>28 Datacenters worldwide; 45+ carrier peering; 250+ Interent peering.</p> <p>Global Services in 140+ countries with localization for major foreign languages and including service to China & India</p> <p>Largest developer community in the cloud space - 20,000+ Developers, 50 Glip Integrations, 130+ cloud applications integrations, 250 APIs/month</p>	<p>Microsoft calling plans only available in 10 countries (as of January 2020)</p> <p>Limited SLA - only 99.9% "good call rate" guarantee when using Teams-certified desk phone over wired ethernet.</p> <p>At list rates, Teams calling is approximately \$12-36/month + cost of E1/3/5 license: E1/E3 (\$8/\$20) + phone license (\$8) + conferencing (\$4) + domestic calling plan (\$12) or international calling plan (\$24) OR E5 (\$35) + domestic calling plan (\$12) or international calling plan (\$24)</p>
<p>CRM / ERP / Ticketing App Integration</p>	<p>3rd-party SaaS solutions with which the supplier has pre-built integrations</p>	<p>Salesforce, Atlassian, Dropbox, Epic, HubSpot</p>	<p>Salesforce, AgileCRM, Bullhorn, eAgent, HubSpot, Mindscope, Microsoft Dynamics, NetSuite, OnePageCRM, Practice Partner, SalesFusion, ServiceNow, SugarCRM, Teamwork, TopProducer, Zendesk, Zoho</p>	<p>Salesforce, Bullhorn, Microsoft Dynamics, Okta, NetSuite, ServiceNow, Zendesk, Zoho</p>	<p>Salesforce, Bullhorn, HubSpot, Microsoft Dynamics, NetSuite, Oracle Sales Cloud, ServiceNow, Zendesk, Zoho</p>	<p>Microsoft Dynamics, Salesforce, ServiceNow, Zendesk, Zoho</p> <p>Additional Apps: see here</p>
<p>Productivity App Integration</p>	<p>3rd-party mail/collaboration solutions with which the supplier has pre-built integrations</p>	<p>Google G Suite, Microsoft/Office365, Slack, Microsoft Teams</p>	<p>Cisco Webex/Webex Teams, Google G Suite, Microsoft/Office365, Slack, Microsoft Teams</p>	<p>Google G Suite, Microsoft/Office365, Microsoft Teams</p>	<p>Google G Suite, Microsoft/Office365, Slack, Microsoft Teams</p>	<p>Microsoft/Office365, Cisco Webex/Webex Teams, Microsoft Teams, Slack</p> <p>Additional Apps: See here</p>
<p>Microsoft Teams Integrations</p>	<p>Supplier's capability with Microsoft Teams</p>	<p>Bot integration</p>	<p>Via Call2Teams for PSTN access to Teams desktop version</p>	<p>Via Call2Teams for PSTN access to Teams desktop version</p> <p>Embedded Softphone Dialer</p>	<p>Direct Routing for PSTN access</p> <p>Embedded Softphone Dialer (Teams web-version)</p>	<p>Microsoft Calling Plans for PSTN Access</p>
<p>Notable Clients</p>	<p>Key customer wins (references available upon request)</p>	<p>Available Upon Request</p>	<p>Allstate, Lenox, Regus</p>	<p>Associated Press, CareerBuilder, Waste Management</p>	<p>Chili's, Golden State Warriors, Hyatt</p>	<p>SAP, Cerner, Telstra, Schneider Electric, GE</p>



Top Customer Verticals	Verticals in which supplier has historically had the most success	Education, Healthcare, Professional Services, Technology	Healthcare, Manufacturing, Retail	Recruitment, Retail, Technology	Financial Services, Healthcare, Retail, SLED	Microsoft is leveraged across most verticals
On-Site Implementation / Training	Does the supplier charge extra for these services?	Yes	Available for additional charge	Yes	Add-on admin implementation & training available beyond standard services provided	Via Microsoft partners
Implementation Overview	Description or link providing further detail	Implementation Overview	Implementation Overview	Customers are consulted on all implementation and training options. We can customize between do it mostly yourself to white glove. Most enterprise customers will require a mutually agreed to plan working backward from the go live date.	Implementation Overview	Via Microsoft partners
Downdetector	Collection of reports offering real-time status and outage information	Downdetector: Zoom	Downdetector: 8x8	Downdetector: Fuze	Downdetector: RingCentral	Downdetector: Microsoft Teams
Collaboration Solutions Available	Native and/or 3rd-party resale options offered by supplier	Zoom Meetings, Webinars, Room Systems	8x8 Video Meetings, 8x8 Meeting Rooms	Video Product: Fuze Collaboration; also offer Fuze for Rooms.	RingCentral Meetings, RingCentral Rooms, RingCentral Room Connector, RingCentral Webinar	3rd-party offerings only