CCaaS Comparison Guide

The following TBI chart is an aid to quickly understand our best of breed CCaaS 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	AireSpring	AT&T	CallTower	
Platform	Proprietary	Proprietary	BroadSoft	Clarity Connect - Proprietary	Five9 Integration
Gartner Rating	Challenger	N/A	N/A	N/A	N/A
Client Size	• SMB • Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• SMB • Mid-Market • Small Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• SMB • Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• SMB • Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise
Seat Minimum	2 seats	5 seats	6 seats	1 seat	5 seats
Sweet Spot	50-200 seats	5 - 100 seats	50 - 800 seats	10 - 500 seats	25 - 500 seats
Largest Customer	1,000+ seats	245 seats	N/A	200 seats	10,000+ seats
Top Client Verticals	• Retail • Help Desk • High Tech	• BPO • Financial Services • Healthcare • Technology	• Construction • Food and Beverage • Real Estate • Retail • Transportation	• BPO • Consumer/Retail • Financial Services • Healthcare • Technology	• Healthcare • Financial • Business Process Outsource (BPO) • Technology
Compliance	• HIPAA • FISMA • CPNI • Cyber Essentials (UK)	N/A	HIPAA	• HIPAA • PCI • SSAE 16 • SOC 1 & 2	• HIPAA • PCI • SSAE 16 • SOC 1 & 2
Geographic Focus	• North America • LATAM • EMEA • Europe • Asia/Pac	North America	Domestic US	• North America • LATAM • Europe • Australia	Any Geographic Location
Call Capabilities	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended	Skill based routing Inbound	• Inbound • Outbound • Blended
Omnichannel Capabilities	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web	• Chat • Email • Mobile Phone SMS • Social Media	• Chat • Email • Lync • Mobile Phone SMS • Video • Web	• Voice • Chat	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web
Key App Integrations	• Open API • CRM(s): Salesforce, NetSuite, Zendesk, Dynamics • Microsoft: Dynamics • WFM: Teleopti • Misc: PCI PAL, Google	• API to API • CRM: Salesforce, SugarCRM	• Microsoft: Lync, Outlook	• CRM: MS Dynamics, NetSuite, Oracle, Salesforce, SugarCRM, Velocify, Zendesk • Microsoft: Skype for Business	CRM: MS Dynamics, NetSuite, Oracle, Salesforce, SugarCRM, Velocify, Zendesk
Voice Delivery	• MPLS • Over-the-Top • Over Internet • SIP	• MPLS • Over-the-Top	• MPLS • Over-the-Top	• MPLS • Over-the-Top • Over Internet • PSTN	• MPLS • Over-the-Top • Over Internet • PSTN
Note	8x8's cloud contact center solution enables you to deliver a customer experience that differentiates your business from the competition. X Series X5-8 packages deliver a tightly integrated		AT&T Collaborate product that includes conferencing, instant messaging & presence.	Clarity - Native Skype for Business Platform	Rapid Deployment (<100 seats usually goes live in less than 30 days)

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	Evolve IP	Five9	Fuze	Intelepeer	Masergy
Platform	Proprietary	Proprietary	Proprietary or inContact or Five9 Integration	Proprietary	BroadSoft
Gartner Rating	Niche	Leader	N/A	N/A	N/A
Client Size	• SMB • Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise
Seat Minimum	25 seats	1 seats	5 seats	10 seats	20 seats
Sweet Spot	50+ seats	50 - 800 seats	50 - 800 seats	20 - 250 seats	50 - 300 seats
Largest Customer	9,000 seats	4,000 seats	700 seats	1,600 seats	300 seats
Top Client Verticals	• Healthcare • Financial Services • Technology • Veterinary	• BPO • Consumer/Retail • Financial Services • Healthcare • Technology	• BPO • Consumer • Financial Services • Healthcare • Technology	• BPO • Consumer Direct Response • Healthcare • Pharmaceutical • Retail • Technology	• BPO • Consumer • Financial Services • Healthcare • Retail • Technology
Compliance	• FFIEC • HIPAA • ITAR • PCI-DSS • SOC 2 & 3	• HIPAA • PCI-DSS • SOC 2 Type 2	• HIPAA • PCI • SSAE 16 • SOC 2	PCI-DSS	• HIPAA • PCI (pending)
Geographic Focus	• North America • Europe • Asia/Pac	• North America • LATAM • Europe • Middle East	• North America • Europe	North America	• North America • Europe • Asia/Pac
Call Capabilities	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended
Omnichannel Capabilities	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web	• Chat • Mobile Phone SMS	• Chat • Email • Mobile Phone SMS • Social Media • Web
Key App Integrations	• CRM: MS Dynamics, NetSuite, Oracle, Salesforce, SugarCRM, Zendesk, "Home Grown" CRMs • Misc.: Web Connectors	• CRM: MS Dynamics, NetSuite, NICE, Oracle, Salesforce SugarCRM, Velocify, Zendesk • WFM: NICE, Verint • WFO: Calabrio CSI	• CRM: MS Dynamics, NetSuite, Oracle, Salesforce, SugarCRM, Velocify, Zendesk • WFM: NICE Verint	Open API	• Web APIs • CRM: MS Dynamics, Salesforce, Zendesk
Voice Delivery	• MPLS • SD-WAN • Over-the-Top	• MPLS and VPN • SIP • PSTN	• MPLS • Over-the-Top	Over-the-Top	• MPLS • Over-the-Top
Note	Provides a unique, customized, & integrated solution with pricing that is 25% less than others.	70% win rate against top competing vendors.	Fuze contact center (voice only) is sold in conjunction with Fuze UCaaS solution. inContact or Five 9s integrations available for more robust feature requirements.	Provides SIP and contact center solutions that customers can build on, integrate and control.	Privately interconnected with BroadSoft servers. Native integration into Salesforce. Local dial tone in Asia.

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	Mitel	NICE inContact	NTT (Arkadin)	RingCentral
Platform	Proprietary	Proprietary	Hosted Clarity Connect	Use inContact Platform customized for RingCentral
Gartner Rating	N/A	Leader	N/A	Leader
Client Size	• SMB • Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• 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
Seat Minimum	25 seats	5 Seats	10 seats	5 seats
Sweet Spot	25 - 100 seats	20 - 1,000+ seats	20 - 200 seats	250 - 2,500+ seats
Largest Customer	1,500 seats	9,000+ seats	140 seats	
Top Client Verticals	• Healthcare • Hospitality • Manufacturing • Property Management • Sports/Media	• BPO • Consumer/Retail • Financial Services • Healthcare • SLED • Technology	• Consumer • Financial Services • Technology	• SLED • Consumer/Retail • Financial Services • Healthcare • Technology
Compliance	• HIPAA • PCI	• HIPAA • PCI-DSS • SOC 2 • FedRamp	PCI-DSS	• HIPAA • PCI-DSS • SOC 2 • FedRamp • FINRA • FISMA • PIPEDA and FERPA
Geographic Focus	• North America • Europe • Australia	• North America • LATAM • EMEA • Asia/Pac	• North America • LATAM • Europe	• North America • LATAM • EMEA • Europe • Asia/PAC
Call Capabilities	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended	Inbound	• Inbound • Outbound • Blended • Skill Based Routing
Omnichannel Capabilities	• Chat • Email • Mobile Phone SMS • Social Media • Web	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web	• Chat • Mobile Phone SMS	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web
Key App Integrations	• Open API • CRM: MS Dynamics, Salesforce, SugarCRM, Zendesk • Microsoft: Skype for Business • MIsc.: Google Voice, Property Voice	• Open API • CRM: MS Dynamics, NetSuite, Oracle Salesforce, SugarCRM, Zendesk • Over 250 integrations	• CRM: MS Dynamics, Salesforce • Misc.: Facebook	• Open API • CRM: MS Dynamics, Netsuite, Oracle Salesforce, SugarCRM, Zendesk • Over 250 Integrations
Voice Delivery	• MPLS • Over-the-Top	• MPLS and VPN • SIP and PSTN • Hosted Voice • Over-the-Top	Skype for Business	• MPLS • VPN • SIP • PSTN • Hosted Voice • Over-the-Top
Note	Through a 3rd party integration Mitel can integrate with any CRM, ticket system or data base	Market leader by Frost & Sullivan and DMG. 200,000+ seats in over 100 countries.	Native Skype for Business contact center solution. Hosted in Arkadin data centers. Same solution Microsoft uses internally.	RingCentral Collaborative Contact Center adds enterprise PBX/cloud voice, video meeting, audio conferencing, faxing and team messaging services for 140+ countries on a mobile-centric integrated platform

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	Talkdesk	Tata	Telstra	Verizon
Platform	Proprietary	Cisco HCS	Proprietary	inContact Integration
Gartner Rating	Visionary	N/A	N/A	N/A
Client Size	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• Small Enterprise • Mid-Enterprise • Large Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise
Seat Minimum	5 seats	150 seats	0 seats (fully automated services available)	10 seats
Sweet Spot	5 - 5,000	200 seats w/global sites	50 - 500 seats	10 - 1,000+ seats
Largest Customer	5,000 seats	7,000 seats	1,000+ seats	5,000 seats
Top Client Verticals	• BPO • Consumer/Retail • Financial Services • Healthcare • Technology		• BPO • Education • Financial Services • Government • Healthcare • Retail • Travel/Transport	• BPO • Consumer • Financial Services • Healthcare • Technology
Compliance	• HIPAA • PCI-DSS • SOC 2 • ISO 270001 • INIST		• PCI-DSS • ISO 9001 • ISO 140001 • ISO 270001	• HIPAA • PCI
Geographic Focus	• North America • EMEA • Europe • Asia/PAC	• North America • LATAM • Europe • Asia/Pac	• North America • Europe • Asia/Pac	North America
Call Capabilities	• Inbound • Outbound • Skill Based Routing	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended
Omnichannel Capabilities	• Chat • Email • Mobile Phone SMS • Social Media • Web	• Chat • Email • Mobile Phone SMS • Video	• Chat • Email • Mobile Phone SMS • Social Media • Video	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web
Key App Integrations	• Open API • CRM(s): All and Homegrown • Misc.: Google	CRM: MS Dynamics, Oracle, Salesforce	• CRM: MS Dynamics, Oracle, Salesforce, SAP, ServiceNow, SugarCRM, Zendesk • WFM: NICE, Remedy, Verint • Misc.: Nuance, WebRTC	• Open API • CRM: MS Dynamics, NetSuite, Oracle, Salesforce, SugarCRM, Velocify, Zendesk • Microsoft: Office 365, Teams & Skype
Voice Delivery	• SIP and PSTN • Hosted Voice Over-the-Top	• MPLS • SIP	• MPLS • Over-the-Top • PSTN	• MPLS • Over-the-Top • SD-WAN
Note	With enterprise-class performance and consumer-like experience allows companies to adapt their contact center to the evolving needs of thier customers and teams.	Deployed pre- connected to Tata MPLS network and DR sites. Single SLA with single contract for global customers.	Integrates with virtually an system, application or database. Highly scalable native contact center for global deployments.	Verizon provides the complete turnkey solution with network, integrating inContact and applications.

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- Large Enterprise, 10,001+ employees

	Vonage	West	Windstream
Platform	Propietary	Proprietary or Hosted Cisco HCS	Hosted Avaya or Hosted Mitel
Gartner Rating	N/A	N/A	N/A
Client Size	• SMB • Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• Mid-Market • Small Enterprise • Mid-Enterprise • Large Enterprise	• Mid-Enterprise • Large Enterprise
Seat Minimum	1 seat	25 seats	100 seats
Sweet Spot	50 - 800 seats	50 - 1,000 seats	100 - 1,000 seats
Largest Customer	10,000 seats	1,000 seats	7,500 seats
Top Client Verticals	• Healthcare • Financial Services • Restaurants • Travel & Transportation • Retail • Insurance • Logistics • Non-Profit/Government Sector	• Financial Services • Healthcare	• Financial Services • Healthcare • Retail
Compliance	• PCI • HIPAA • GDPR • PIC • SOX • FCC • SOC Type II	• PCI-DSS • Web 2.0	• HIPAA • PCI-DSS
Geographic Focus	• North America • Europe • Asia/Pac	• North America • Europe • Asia/Pac	North America
Call Capabilities	• Inbound • Outbound • Blended • Skill Based Routing	• Inbound • Outbound • Blended	• Inbound • Outbound • Blended
Omnichannel Capabilities	• Chat • Email • Mobile Phone SMS • Nexmo • Video • Web • Artificial Inteligence • Chatbots	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web	• Chat • Email • Mobile Phone SMS • Social Media • Video • Web
Key App Integrations	• Open API • CRM: MS Dynamics, NetSuite, Oracle, Salesforce, SugarCRM, Zendesk, Zoho	• CRM: MS Dynamics, NetSuite, Oracle, Salesforce, SAP, ServiceNow, Zendesk • WFM: NICE, Verint • WFO: Calabrio Java APIs	
Voice Delivery	• MPLS • Over-the-Top • SD-WAN	• MPLS • Over-the-Top	• MPLS • SIP
Note	Vonage offers a truly integrated solution for companies (UCaaS, CCaaS & CPaaS). When it comes to CCaaS, boost sales, increase agent productivity & build a better brand experience for your customers with our robust unified contact center & advanced solutions.	Cisco HCS hosted and managed by West. Cisco's largest HCS partner. Works with Cisco VARs and provides quota relief.	Avaya and Mitel platforms hosted and managed by Windstream. Integrates with Windstream's UCaaS platforms.