UCaaS Matrix Jul/2018

LANTELLIGENCE — We make the NETwork!

	RingCentral	8x8 Global Cloud Communications	Mitel Powering connections
HQ	Belmont, CA	San Jose, CA	Ottawa, Canada
# Of Employees	2,500	1,000	4,275
Public/Private	Public: RNG	Public: EGHT	Public: MITL
Seats in Service	350,000	1M	450,000
Gartner Magic Quadrant 2017	Leaders	Leaders	Visionaries
Sweet Spot	5 - 2,000	5 - 2,000	5 - 2,000
Key Acquisitions	Glip	Contactual, VoiceNET, QSE, DXI	M5 Networks, Corvisa, ShoreTel
Primary Datacenters	Amsterdam, Rio (Q3 2017), San Jose, Singapore, Sydney, Vienna (VA), Tokyo (Q4 2017), Zurich	Amsterdam, Australia, Hong Kong, Rio De Janeiro, San Jose, Singapore, UK, Virginia	Australia, Chicago, Carrolton (TX), UK
IP Phones Supported	Cisco (SPA), Polycom, Yealink	Aastra, Cisco (SPA), Polycom, Spectralink, Yealink	ShoreTel Mitel
Skype/O365 Integration	Softphone Plug-In	Softphone Plug-In	Softphone Plug-In
Network Connectivity	BYOB and Layer 2 Direct Connect	BYOB	BYOB
Platform	Proprietary	Proprietary	Proprietary

	RingCentral	8x8 Global Cloud Communications	Mitel Powering connections
Compliance	HIPAA	HIPAA, PCI, FISMA	None
Contact Center	inContact	Homegrown	Homegrown
Int'l Coverage	Yes	Yes	Limited (Australia, Canada, UK)
Hybrid SIP Available	No	No	Yes
Monthly Subscription Avg.	$25	$20	$20
Key Product/ Service Gaps	Expensive 3rd party contact center solution (inContact), inflexible seat bundles (cannot mix licensing types - every user must have the same license).	Does not offer private circuits or SD-WAN product to guarantee call quality. Audio and web conferencing solutions limited compared to Ring Central and Fuze. Administrative portal considered to have a dated look according to customer feedback	Acquired by Mitel in July 2017, leaving questions as to which product set will continue to receive future investments. Recently added data centers in the UK and Australia, but they are not integrated fully yet. No ability to address compliances such as HIPAA or PCI as of September 2017
Differentiators	Major carriers OEM them (Google/AT&T/ Telus/BT). Largest API Developer community in the cloud space with over 100 software developers integrating RingCentral functionality. More innovative, investing 50MM+ per annum in research and development allowing for faster innovation than the competition.	Local dial-tone offered in 40+ countries. Have won awards for highest voice quality over public Internet. Owns 100+ VoIP patents. Robust, native contact center offerings for SMB up to Enterprise clients	Enterprise grade Contact Center. Ability to sell ShoreTel Flex SIP. ShoreTel Connect CLOUD runs on both PC & MAC and is browser agnostic. Offer Summit platform, which can voice and SMS-enable customer-built applications
Ioud App Integratio	SalesForce, Google Gsuite, Microsoft Dynamics Online, NetSuite, Oracle SalesCloud, Zendesk, Zoho	SalesForce, Bullhorn, Desk.com, E Agent, Google Gsuite, Microsoft Dynamics Online, NetSuite, Zendesk	SalesForce, Google Gsuite, Microsoft Dynamics Online, NetSuite, Zendesk
Notable Clients	Century21, University of Missouri, Dealer-Socket	Allstate, Aon, ReMax	Buffalo Sabres, BDO Canada LLP, Tiger Woods Learning Center