

UCaaS Matrix



Provider		Microsoft Teams	Zoom
HQ	Location of headquarters	Redmond, WA	San Jose, CA
# of Employees	in-house staff	144,000	6,000
Public / Private	Privately owned or publicly traded	Public: MSFT	Public: ZM
Seats in Service	Number of licenses deployed	17M (Teams Phone PSTN)	7M (Zoom Phone)
Minimum Seat Count / MRC	# of seats or MRC minimum required to engage	no minimum	no minimum
Sweet Spot	Ideal opportunities for the provider	2-10,000+ seats	150-2,500+ seats
Key Acquisitions	Companies acquired and integrated into the supplier's offering	LinkedIn, Skype Technologies, Yammer	Keybase, Kites, Solvvy, Workvivo
Datacenter Locations	Location of supplier's data centers APAC: Asia-Pacific EMEA: Europe, Middle East, Africa LATAM: Latin America NA: North America	<u>Data-at-rest locations:</u> APAC: Hong Kong, Japan, Malaysia, Singapore, South Korea Canada: Quebec City, Toronto EMEA: Austria, Finland, France, Ireland, Netherlands, Poland, Sweden LATAM: Brazil, Chile UK: Cardiff, London US: Bay (CA), Boydton (VA)	APAC: Hong Kong, Hyderabad, Melbourne, Mumbai, Osaka, Singapore, Sydney, Tianjin, Tokyo Canada: Toronto, Vancouver EMEA: Amsterdam, Frankfurt LATAM: Queretaro (Mexico), São Paulo US: Denver, Newark, New York City, San Jose, Virginia
International Full PSTN Replacement	local DID + in-country calling experience, number portability, access to emergency services	34 Countries	47+ Countries
Compatible Handsets	IP phones supported and/or resold by supplier	Via 3rd Party: Audiocodes, Cisco, Crestron, Poly, Yealink	Algo, Audiocodes, Cisco, Grandstream, Logitech, Poly, Snom, Yealink

Platform	Does provider leverage a proprietary/native platform or leverage a platform via third-party partnership?	Microsoft	Proprietary
Microsoft Teams Integrations	Supplier's capability with Microsoft Teams	n/a (Microsoft Calling Plan)	Direct Routing - Bundled PBX Direct Routing - Microsoft PBX Embedded Dialer
Compliance	Compliance standards the provider has met or is capable of assisting a cloud customer in meeting.	CCPA, Cloud Security Alliance (CSA), FedRAMP, GDPR, HIPAA, HITRUST, ITAR, ISO 27001, PCI, SOC 2, SOX Additional Compliances: Full List	CCPA, CPNI, Cloud Security Alliance (CSA), FedRAMP, GDPR, HIPAA, HITRUST, ISO 27001, SOC 2 Additional Compliances: FERPA, IAPP, NCSC DOD IL2, PIPE/PHIPA; Full List
Contact Center	Contact center solutions the supplier offers	none	Proprietary
Key System Emulation	Can imitate Key Phone System functionality	No	Yes
SIP Trunking Available	Does the supplier offer SIP trunking services for on-premises PBXs?	No	Yes
Line of Business App Integrations	3rd-party SaaS solutions the supplier has integrated with	Cisco Webex/Webex Teams, HubSpot, Microsoft Dynamics, Microsoft Office, Salesforce, Slack, Zendesk, Zoho Additional Integrations: Full List	Cerner, EPIC, Google Workspace, HubSpot, JobDiva, Microsoft Dynamics, Microsoft Office, Salesforce, ServiceNow, Slack, SugarCRM, Zendesk, Zoho Additional Integrations: Full List
AI Capabilities	Artificial Intelligence tools incorporated in the provider's solution	Assign Action Items Live Language Translation Note Taking & Summarization Real-Time Transcription Sentiment Analysis Additional Capabilities: Full List.	Assign Action Items Live Language Translation Note Taking & Summarization Real-Time Transcription Sentiment Analysis
SD-WAN Offerings	SD-WAN technologies that these providers offer and manage themselves.	none	none

Circuits Offered	Do these suppliers offer Dedicated Circuits for UCaaS traffic only, Internet circuits, and/or SIP trunking? If yes, please specific which ones.	no	no
Bring Your Own MPLS	If MPLS is supported, can the client bring any MPLS provider? Additional cost likely to apply.	yes	yes
Top Customer Verticals	Verticals in which supplier has historically had the most success	n/a	Education, Healthcare, Professional Services, Technology
On-Site Implementation / Training	Does the supplier charge extra for these services?	via Microsoft partners	Additional Charge
Implementation Overview	Description or link providing further detail	via Microsoft partners	Read more here
Dedicated Customer Support	Does the supplier provide dedicated support personnel? If so, is this included or is there an additional cost?	Read more here .	24/7 global access included. Premier/Premier+ packages available for additional charge. Read more here
Collaboration Solutions Available	Native and/or 3rd-party resale options offered by supplier	Microsoft Teams, Microsoft Teams Live Events	Proprietary
Case Studies	link to provider's case studies page	Read more here .	Read more here .
Differentiators	unique features of the technology	Read more here .	All-in-one platform for Contact Center, AI, Virtual Agent, Phone, E-mail, Calendar, Video Meetings, Room Systems, Digital Signage, Content Sharing, Whiteboarding, Team Chat, Events, Webinars and more with over 2,000 app integrations with rich APIs and SDKs.