

# Superpowered Cloud Communications from Voxbone

**voxbone**  
is now  bandwidth

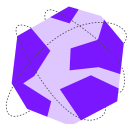
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Our happy customers include corporate giants, cloud communications leaders and major network operators. Some of the biggest names in the business have trusted us for nearly a decade.

VOXBONE CUSTOMER	USE CASE	CUSTOMER SINCE
	Contact Center	2020
	Contact Center	2018
	(formerly Skype) VoIP	2009
	Meetings Platform	2013
	UCaaS Platform	2011
	Telco Operator	2011
	Telco Operator	2010
	CCaaS Platform	2013
	CCaaS Platform	2016
	CCaaS Platform	2013
	UCaaS Platform	2012
	CCaaS Platform	2009

# Why Voxbone?



## Global Voice Operator

Voxbone, now part of **Bandwidth**, directly interconnects with national networks in 60+ countries that make up 93% of global GDP. We have a major presence across North America, EMEA and APAC.



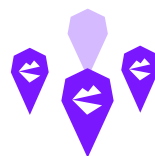
## Non-Aggregated Service

The fewest possible network hops to transport calls between you and your customers, for the best customer experience in terms of latency, security, support and speed to resolution should a problem ever arise.



## Tangible Cloud Benefits

Unlike legacy operators, we also bring the benefits of the cloud, including OpEx pricing, real-time number provisioning, elastic scale and centralised service management via an online portal.



## National Operator

We're licensed in nearly half of these markets, with our own number ranges and reliable local infrastructure. Where this isn't possible, we always operate as close as possible to the source, working only with T1s.



## Enterprise-Grade Voice

In 30+ high-GDP markets, we can fully replace the PSTN from the cloud, offering feature parity with legacy carriers – including comprehensive access to national numbering plans plus local dial tone and CLIs.



## Cost-Effective Comms

Our portal, APIs and local regulatory expertise deliver significant efficiency savings, while scaling discounts and our network's built-in resiliency (no need to double up on channel capacity just for business continuity planning) equate to sizable cost savings.

## Key Stats

**6**

Core network nodes (SuperPoPs), 2 in each of Europe / Americas / APAC

**11**

Additional physical points of presence (CollectPoPs) in Europe. 2 more in APAC

**8ms**

Average latency between our European SuperPops, for imperceptible failover

**99.99%+**

Core network and platform availability

**60+**

National networks with which Voxbone is directly interconnected

**93%**

Percentage of global GDP reachable by our network

**30+**

Countries where we're a national operator including 22 EU27 markets

**25**

EU27 countries covered by our full PSTN replacement service

## Voxbone is the Provider of Choice for Cloud Comms Leaders & Visionaries

When we talk about how we superpower the cloud communications industry, we really mean it.








After all, more than 95% of Leaders and Visionaries across Gartner's 2020 Magic Quadrants for cloud comms rely on Voxbone or Bandwidth.

**95%+**

Leaders & Visionaries

Here's a sneak peek at just some of our combined customer base who feature as Leader in the most recent magic quadrants (2020) for UCaaS, CCaaS and Meetings.

We're really proud of the fact that they all choose us for international SIP provision and the fact that some have been with us for over a decade, using us on a global scale.

VOXBONE/BANDWIDTH CUSTOMER	MAGIC QUADRANT	STATUS
	UCaaS	Leader
	CCaaS	Leader
	CCaaS	Leader
	UCaaS	Leader
	UCaaS / Meetings	Leader
	UCaaS / Meetings	Leader
	UCaaS / Meetings	Leader

## Gartner Magic Quadrants (2020): Leaders

Percentage using Voxbone or Bandwidth's services

**100%**

UCaaS

**100%**

Meetings

**67%**

CCaaS

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## UCaaS 2020

# Voxbone and Bandwidth Support 100% of Leaders and Visionaries

Customers Include:

**8x8**

Leader

**zoom**

Leader

**RingCentral®**

Leader

UCaaS providers come to us because they require quality voice coverage for their communications platforms in multiple high-GDP markets across Europe, America and APAC – without the having to deal with the painstaking process of obtaining their own licensing in each country and working with legacy operators to build a global PSTN network.

## Analysis

If you were to sum up the 2020 Magic Quadrants in a single word, it would be consolidation. Last year we saw the beginnings of this trend with Microsoft Teams rising to prominence as Gartner forecast that 40% of new enterprise telephony purchases would be made based on choice of cloud office suite, such as Microsoft 365, by 2023.

In addition, Cisco's acquisition last year of BroadSoft shook up the market, while Gartner's decision to disqualify providers building on BroadSoft instead of their own IP drastically reduced the number of players in the Magic Quadrant. Both these communications behemoths swiftly moved into the Leaders quadrant, joining established players 8x8 and RingCentral.

This year, those four maintain their presence while Zoom joins the party, thanks to its Zoom Phone UCaaS suite. To give you a sense of just how consolidated cloud communications are becoming, Zoom, Cisco and Microsoft are now all leaders in both the Magic Quadrants for UCaaS and Meetings - whereas even two years ago, these grids looked very different to one another.

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Increasingly, though, the current industry categorizations are becoming blurred as platforms develop further functionality and branch into new areas of communication. In terms of Visionaries, Dialpad's omission in 2020 means that Fuze is now the only player in this quadrant.

## Meetings 2020

# Voxbone and Bandwidth Support 100% of Leaders

Customers Include:



We provide meeting platforms with class-leading dial-in functionality via local toll-free numbers that can be provisioned in minutes and are available across more than 50 of the world's most valuable markets.

Providers can build a global high-quality coverage footprint via a single provider without needing to deal directly with regulators and operators in each country where they need a presence.

## Analysis

Even before the COVID-19 fueled race to remote working, Gartner's analysis of the market for meetings revealed the inexorable shift towards virtual solutions. According to UCToday, Gartner expects that:

- **40%** of formal meetings by 2022 will be facilitated virtually
- Only **25%** of enterprise meetings will take place in-person by 2024, down from **60%** today
- Workers now feel they have sufficient technology to meet from anywhere
- Younger workers are more inclined to remote meetings



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Looking at the Magic Quadrant for Meeting Solutions in 2020 reveals which solutions are most likely to be supporting these changing work behaviors. And what becomes immediately obvious is the current competitive edge enjoyed by the market's Leaders, with the top-right quadrant still dominated by Zoom, Cisco and Microsoft.

While platforms such as Zoom and LogMeIn did wonders in past years to scale up so swiftly and move from Visionary status to Leaders, they face very different competition from the likes of Redmond and Cisco: giants that have slurped up market share as they built and acquired, and that can sink inordinate sums into marketing and sales.

## CCaaS 2020

# Voxbone and Bandwidth Support 100% of Leaders

Customers Include:

 GENESYS™

Leader

**NICE**  
inContact

Leader

CCaaS solutions need high-quality, reliable coverage around the globe to support users in providing the best-possible CX to their own customers.

The reach, connectivity and reliability of our network makes us the ideal partner, as do the productivity tools available via our portal and APIs to streamline management of telephony at scale.

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## Analysis

The big shake up for the 2020 edition of Gartner's CCaaS Magic Quadrant was the consolidation of North America and Western Europe into a single grid. Last year, there were surprisingly few names popping up in both and no single provider claiming leadership status across the board. NICE inContact and TalkDesk were Leaders in North America and Visionaries in Western Europe, while NewVoiceMedia was a Leader in the latter and a Visionary in the former.

It goes to show just how hard it is to establish a global leader position, even from a position of regional strength and domination. This is partially due to the very different challenges facing communications providers in Western Europe versus North America, mainly in terms of local regulations which can differ from country to country, but are generally much stricter across the board.

The big impact of the merging of the two grids was that many who were strong in one region or the other, but with a weaker global offering, fell out of the Leader quadrant. Only Genesys, NICE inContact and TalkDesk can claim to have Leader status globally. While the latter two were already recognised in some capacity across both grids last year, for Genesys this is a big indicator of how much emphasis they've put on developing their service in Western Europe over the past 12 months.

The other thing worth mentioning is the establishment of AWS as a Visionary in the grid. With Amazon Connect going from strength to strength and, given the clout of the company's brand and finances, it wouldn't be a surprise to see this move into the top-right Leader Quadrant by next year's edition.

