	NEW CHAPTER TECHNOLOGY	infobip	IntelePeer Smarter with AI	RingCentral	Sangoma	SCBGLOBAL	SENTRIQS	sinch	VONAGE Part of Ericsson
Provider	Infobip	IntelePeer	RingCentral	Sangoma	SCB Global	Sentriqs	Sinch	Vonage
HQ	London, UK	Dania Beach, FL	Belmont, CA	Markham, ON	Scottsdale, AZ	Savannah, GA	Stockholm, Sweden	Holmdel, NJ
# of Employees	3,000	250	5,000	750	70	5	4,000	2,000
Public/Private	Private	Private	Public: RNG	Public: SANG	Private	Private	Public: SINCH	Public: ERIC
Integrated UC/CC Platform	No	No	Yes	Yes	Yes	No	Yes	Yes
3rd-Party Resellers	Yes	Yes	No	Yes	No	Yes	Yes	No
Platform Compliance	CPNI, Cloud Security Alliance (CSA), GDPR, HIPAA, ISO 27001, SOC 2	CCPA, CPNI, FINRA, GDPR, HIPAA, HITRUST, PCI, SOC 2	CPNI, FINRA, GDPR, HIPAA, HITRUST, ISO 27001, PCI, SOC 2 Full List	HIPAA, PCI	GDPR, HIPAA, ISO 27001, PCI	n/a	GDPR, ISO 27001	CCPA, CPNI, Cloud Security Alliance (CSA), GDPR, HIPAA, HITRUST, ITAR, ISO 27001, PCI, SOC 2, SOX
Elevator Pitch	Infobip empowers businesses with omnichannel communication solutions. Reach customers on any channel, globally. Boost engagement with a reliable platform and powerful tools. Drive meaningful conversations and results.	IntelePeer delivers rapidly deployable communications solutions. Powered by AI, our automation platform instantly improves your customers' communications experience. IntelePeer provides industry leading time-to-value via automated communications solutions.	RingCX combines cutting-edge RingSense AI, omnichannel contact center, and RingCentral RingEX, delivering a next-generation AI-powered solution with a disruptive combination of product, packaging, and pricing.	Sangoma excels in Unified Communications (UC) and Contact Center (CX) solutions with flexible deployment options: on-prem, cloud, and hybrid. Their in-house engineered solutions ensure seamless integration and superior performance. The CX platform offers advanced analytics, AI-driven routing, and omnichannel capabilities for exceptional customer experiences. Their Managed Services (MSP) provide end-to-end support, proactive monitoring, and expert management, reducing IT overhead and offering peace of mind. Sangoma delivers a fully integrated, scalable, and reliable communications ecosystem tailored to business needs.	SCB Global is a leading Microsoft Teams Integrator, providing native advanced features including global cloud calling in 182 countries, contact center, SMS, faxing and real time reporting dashboards that boost productivity and simplify user management.	SENTRIQS' security-first collaboration platform delivers constant quantum-safe protection for your chats, files, calls, meetings--and the people who use them.	Our CCaaS enables all channels in one agent UI. Sinch provides underlying channels, such as SMS and high-quality voice/phone. Integration with SAP, Salesforce, and ServiceNow. Sinch works for agents whether working from home, in the office, or hybrid mode.	Vonage, a global cloud communications leader, helps businesses accelerate their digital transformation. Vonage's Communications Services Platform is fully programmable and allows for the integration of Video, Voice, Chat, Messaging, and Verification into existing products, workflows and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and enable companies to transform how they communicate and operate from the office or anywhere, providing enormous flexibility and ensuring business continuity.
Bad Fits	UCaaS, voice-only CCaaS	Customer seeking ACD solution, CCaaS, UCaaS, or SMB-sized customers.		Currently, not rated for Federal contracts. 5 user minimum on CX Standalone.	Very small deployments (<10 users), organizations that do no permit the adoption of cloud-based solutions.	Fewer than 10 seats.		Federal or Government related opportunities requiring FedRAMP.
Standard/Included Technical Support	24-48 hour response time (email only)	24/7/365 support via phone, email, and web portal	Standard Support	Phone/Email	24x7x365 support globally. Staffed by certified engineers for core VoIP/switching systems, Microsoft Teams tenant, and any other services provided by SCB Global. Support available for SIP trunks, SBC platforms, Contact Center platforms, Microsoft Teams Tenants, data connectivity, inability to make/receive calls, and general loss of functionality within system, and software/hardware faults. SCB Global provides monthly metrics of service availability. Support available via telephone, email, and online portal to raise/track incidents/requests.	Email (6am-4pm PT; M-F)	On documentation site, via online community site, or via ticketing support portal.	Customers can reach out to Vonage Technical Support by calling the support number or reaching out to our support team via chat or email or going to their customer community hub.
Premium/White-Glove Technical Support	advanced package: 30 min. response time with dedicated engineer on dedicated channel (i.e., Teams Slack)	4-tiered priority level approach based on ticket severity. Trouble Management Team Leader available for escalation; every customer is assigned a client success team.	Multiple Enterprise Support levels. Bypass Tier 1 Support; priority routing to Tier 2; dedicated phone number; dedicated incident response times; Technical Account Manager (above Bronze level); on-demand Pro. Services hours.	Escalation Path	All Incidents assigned Severity Level by SCB Global, which is used to prioritize System restoration timeframes.	24/7 Email and Phone support ($5K annual fee)	Third-party partners can be engaged for additional support.	Escalate issues either via provided guidelines or to CSM team directly.
CPaaS Sold Standalone	Yes	No (sold with IntelePeer Communication Automation Platform)	No (APIs included with UCaaS or CX offerings)	Yes (for specific productized use cases: Send, Appointment Suite, Curbside)	Yes	Yes	Yes	Yes
One-Time Implementation Costs	Based on SOW	none	no cost to access APIs; development costs based on SOW	Based on SOW. Billed at rate of $200/hour for Pro. Services.	Based on SOW	no cost for standalone application; SDK integration cost based on SOW	Based on SOW (typically less than $2,000)	no cost to access APIs; development costs based on SOW (work performed by third party)
Recurring Costs	Based on SOW	per user licensing plus managed services (based on SOW)	usage-based (for use beyond allotment included in UCaaS plan)	usage-based (from $19.99/month to $199/month)	usage-based	per user licensing	Platform fee plus usage	usage-based; recurring fees for additional support, if needed
Minimum Deal Size	$1K MRC	$10K MRC	no minimum	no minimum	10 seats	10 seats	Messaging Platform: $99 MRC; Voice Platform: $500 MRC	no minimum
CPaaS Capabilities	Chatbots / Virtual Agents Email Mobile App MMS Multi-Factor Authentication (MFA) Natural Language Processing (NLP) RCS (Rich Communication Services) Reporting Sentiment Analysis SMS SMS Blocking / Spam Text Protection Two-Factor Authentication (2FA) Video Voice Voice Bots / Virtual Agents Web Push Notifications	Call Blocking / Spam Call Protection Chatbots / Virtual Agents Email MMS Multi-Factor Authentication (MFA) Natural Language Processing (NLP) Payments Reporting Sentiment Analysis SMS Two-Factor Authentication (2FA) Voice Voice Biometrics (via third party) Voice Bots / Virtual Agents	Call Blocking / Spam Call Protection Chatbots / Virtual Agents (via third party) Email Mobile App MMS (US/Canada only) Payments (via third party) Reporting SMS (US/Canada only) SMS Blocking / Spam Text Protection Video Voice Voice Bots / Virtual Agents (via third party)	Chatbots / Virtual Agents Email Mobile App MMS Reporting Sentiment Analysis SMS Voice Voice Bots / Virtual Agents	Call Blocking / Spam Call Protection Chatbots / Virtual Agents Email Mobile App MMS Multi-Factor Authentication (MFA) Natural Language Processing (NLP) RCS (Rich Communication Services) Reporting Sentiment Analysis SMS SMS Blocking / Spam Text Protection Two-Factor Authentication (2FA) Video Voice Voice Biometrics Voice Bots / Virtual Agents Web Push Notifications	Mobile App Multi-Factor Authentication (MFA) Two-Factor Authentication (2FA) Video Voice Web Push Notifications	Call Blocking / Spam Call Protection Chatbots / Virtual Agents Email Mobile App MMS Multi-Factor Authentication (MFA) Natural Language Processing (NLP) (via third party) Payments (via third party) RCS (Rich Communication Services) Reporting Sentiment Analysis (via third party) SMS SMS Blocking / Spam Text Protection Two-Factor Authentication (2FA) Video Voice Web Push Notifications Voice Bots / Virtual Agents	Call Blocking / Spam Call Protection Chatbots / Virtual Agents Email Mobile App MMS Multi-Factor Authentication (MFA) Natural Language Processing (NLP) Payments RCS (Rich Communication Services) Reporting Sentiment Analysis SMS SMS Blocking / Spam Text Protection Two-Factor Authentication (2FA) Video Voice Voice Biometrics Voice Bots / Virtual Agents
Messaging App Integrations	Apple Business Chat, Facebook Messenger, Instagram, Kakao Talk, Line, Telegram, Viber, WeChat, WhatsApp	n/a	Apple Business Chat, Facebook Messenger, Google Business Messages, Instagram, Viber, WhatsApp, X (Twitter) Additional Integrations: Google Play, Khoros, LinkedIn, RightNow, Tapatalk, YouTube; BYO via SDK	Line, WhatsApp	Apple Business Chat, Facebook Messenger, Google Business Messages, Instagram, Kakao Talk, Line, Telegram, WeChat, WhatsApp, X (Twitter) Additional Integrations: Google Play, Khoros, LinkedIn, RightNow, Tapatalk, YouTube; BYO via SDK	n/a	Apple Business Chat, Facebook Messenger, Google Business Messages, Instagram, Kakao Talk, Line, Telegram, Viber, WeChat, WhatsApp	Facebook Messenger, Telegram, Viber, WhatsApp, X (Twitter)
Global API Availability	Global	Global	Global	Global (must have HQ in U.S. and bill in USD)	Global	Global	Global	220 countries
SIP Trunking Availability	Yes	Yes	No	Yes	Yes	No	Yes	Yes
Local Number Availability	57 countries	120 countries	Global	Canada, United States; USD billing only	Global	Australia, Canada, United Kingdom, United States	70 countries	100+ countries
SMS Short Code Availability	60 countries	200 countries	No	No	Canada, United Kingdom, United States	No	200 countries	100+ Countries
Mobile Network Operator (MNO) Access	800+ MNOs	Available Upon Request	Canada/US only	AT&T, T-Mobile, Verizon	Tango Networks	No	600+ MNOs	170 MNOs
US Toll-Free SMS Throughput	varies by carrier	10 per second	3 per second (default is 40 per minute)	n/a	*pending*	n/a	varies based on use case	30 per second
US Short Code SMS Throughput	varies by carrier	100 per second	n/a	n/a	*pending*	n/a	*pending*	50 per second
US 10DLC (10-Digit Long-Code) SMS Throughput	varies by carrier	300 per second	3 per second (default is 40 per minute)	5 per second	*pending*	n/a	varies based on use case	30 per second (higher ICB)
RespOrg Offering	Yes	Yes	No	No	Yes	No	Yes	No
Developer Resources	Read more here.	In-depth training available in IntelePeer University.	Documentation, guides, videos, one-click app creation, development sandbox, API analytics, API references, forums, free support, meetups, annual conference. Read more here.	Yes	*pending*	n/a	Read more here.	Read more here.
No Code / Low Code Development Tool	Yes	Yes	Yes	Yes (with Studio IVR)	Yes	No	Yes	Yes
Line of Business App Integration	**Pre-built**: Adobe, HubSpot, Marketo, Microsoft Dynamics, Oracle, Salesforce, ServiceNow, Shopify, SugarCRM, Zoho **Custom**: Athena Health, Bullhorn, Cerner, Freshdesk, Kustomer, Jack Henry, Meditech, Microsoft Teams, NetSuite, SAP, Zendesk Additional Integrations: Full List	**Custom**: Adobe, Athena Health, Bullhorn, Cerner, EPIC, Freshdesk, HubSpot, Kustomer, Jack Henry, Marketo, Meditech, Microsoft Dynamics, Microsoft Teams, NetSuite, Oracle, Salesforce, SAP, ServiceNow, Shopify, SugarCRM, Zendesk, Zoho	**Pre-built**: Bullhorn, Freshdesk, HubSpot, Kustomer, Jack Henry, Marketo, Microsoft Dynamics, Microsoft Teams, Salesforce, ServiceNow, SugarCRM, Zendesk, Zoho **Third Party**: Athena Health, Cerner, EPIC, Meditech Additional Integrations: Full List	**Pre-built**: Microsoft Teams, Salesforce Additional Integrations: Full List of CRM integrations available via Sangoma Connector	**Pre-built**: Microsoft Teams **Custom**: HubSpot, Jack Henry, Microsoft Dynamics, Salesforce, ServiceNow, SugarCRM, Zendek, Zoho Additional Integrations: any integration can be done, even ones not available, as long as an API is provided (will require development hours to be built)	n/a	**Pre-built**: Adobe, EPIC, HubSpot, Jack Henry, Microsoft Dynamics, Microsoft Teams, NetSuite, Oracle, Salesforce, SAP, Shopify, Zoho **Third Party**: Bullhorn **Custom**: Marketo Additional Integrations: Zapier	**Pre-built**: Athena Health, Bullhorn, Cerner, EPIC, HubSpot, Jack Henry, Microsoft Dynamics, Microsoft Teams, NetSuite, Oracle, Salesforce, SAP, ServiceNow, SugarCRM, Zendesk, Zoho