











VOICE-ENABLED TEAMS SOLUTION PROVIDERS

FEATURES	EVOLVE IP	CALL TOWER	RING CENTRAL	FUZE	8X8
Global Microsoft CSP, Microsoft Gold Partner, Strategic Cisco Partner	✓	Limited	✗	✗	✗
Platform-Level Teams Integration / Direct Routing Provider	Yes, Integrates Microsoft Teams with Cisco, #1 VoIP platform worldwide thereby providing utmost reliability, stability & Teams end-user experience	Yes, Integrates Microsoft Teams with a voice platform (which is not #1 and hence cannot comment on the reliability/ stability of that platform)	Direct Routing with limited features	✗	Direct Routing Provider for PSTN Calling
Voice Platform	Cisco, #1 VoIP platform	Metaswitch	Glip, proprietary platform	Fuze collaboration platform (proprietary)	8x8's UCaaS platform (proprietary)
Native Microsoft Teams End-User Experience (including mobile)	✓	✓	✗	✗	✗
Leverages 3rd Party S/W or Bots for Teams Integration	✗	✗	Yes, leverages the O365 chrome extension to integrate with Teams	Yes, uses a 3rd party S/W as a quick fix to integrate their communications platform with Microsoft Teams thereby having to always @mention the bot	✗
Maximum Reliability (based on the voice platform being leveraged)	Yes, since EIP leverages Cisco for voice	✗	✗	✗	✗

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Business Continuity			Limited	Limited	Limited
Scalability i.e. Delivers Multiple Cloud Solutions		Limited			
Long Term Strategy		Limited			
Includes all Microsoft Teams Features (including mobile)			Yes, if you separately have Teams	Yes, if you separately have Teams	Yes, if you separately have Teams
Full voice functionality from any Teams instance					
Integrated Enterprise PBX Features (while maintaining MS Teams user experience)			No, does not truly integrate with Teams. Leverages their proprietary UCaaS platform for PBX features	No, does not truly integrate with Teams. Leverages their proprietary UCaaS platform for PBX features	No, does not truly integrate with Teams. Leverages their proprietary UCaaS platform for PBX features

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Multi-level Auto Attendants	✓	✓	✗	✗	✗
Advanced Hunt groups	✓	✓	✗	✗	✗
Analog Ports	✓	✓	✗	✗	✗
Call Recording per user	✓	✓	✗	✗	✗
Overhead Paging	✓	✓	✗	✗	✗
Receptionist Application	✓	✓	✗	✗	✗

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Alternate Numbers					
Service Management /Admin Portal		Limited			
Speech Analytics	Yes, coming soon				
Text Messaging, Business SMS and Web Apps	Yes, coming soon				
CRM Integration and Support			Limited	Limited	Limited
Integrated Contact Center Functionalities		Yes, they leverage Five9 as an overlay contact center. But their native integration only includes presence	No, not integrated with Teams	No, not integrated with Teams	No, not integrated with Teams

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Wallboard/Dashboards		Yes, coming soon in Q1, via Five 9 as an overlay			
IVR Routing		Yes, coming soon in Q1, via Five 9 as an overlay	Yes		
Queue Callback		Yes, coming soon in Q1, via Five 9 as an overlay			
Post Call Survey		Yes, coming soon in Q1, via Five 9 as an overlay			
MS Teams Integration (Unified not overlay)	Yes, coming soon				
Devices		Limited	Limited	Limited	Limited

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Teams-enabled Devices	✓	✓	✓	✓	✓
SIP Handsets for Direct Routing	✓	✗	✗	✗	✗
Dedicated Project Management & Support for voice-enabled Teams	✓	✓	✗	✗	✗
Ability to continuously add leading enterprise-grade voice features	Yes, since EIP leverages Cisco	Limited	Limited	Limited	Limited