

8x8 Positioning Against Competitor Solutions

8x8 Voice for Microsoft Teams is highly differentiated from other Direct Routing vendor solutions because it is the only truly single vendor solution with an intuitive centralized management interface for adding Microsoft Teams users. Unlike competitor solutions, there is no need for IT to create complicated PowerShell scripts and there are no SBC or SIP trunking requirements. End users have a native Teams user experience across their devices without any additional training or the need to install third party apps, bots or browser extensions. In contrast to other vendors, 8x8 Voice for Teams includes a native contact center, end-to-end analytics, out-of-the box CRM and Business Apps integrations and SLA backed global voice footprint - all from a single cloud platform.



App/Bot Vendors



Browser Extension Vendors



Direct Routing Vendors

	App/Bot Vendors	Browser Extension Vendors	Direct Routing Vendors
Fundamental Issue	Alters the Teams User Experience. Still requires vendor apps for desktop and mobile for calling and other features.	Alters the Teams User Experience. Still requires vendor apps for desktop and mobile for calling and other features. Is browser dependent and only works in a browser.	Many expensive hybrid options requiring separate MSPs for hosting the Microsoft certified SBC infrastructure and the carriers for PSTN and calling.
Vendor Examples	RingCentral Fuze Five9 NICE InContact LogMeIn (Jive)	Ringcentral	AT&T Verizon BT Metaswitch Arkada Vonage Mitel Avaya

Availability

SKU	VOSVC0216-09
Regions	US, CAN, UK, EMEA, ANZ
Availability	All 38 countries where 8x8 has full PSTN support (wider support in Q3 2020)
How to Order	8x8 PartnerXchange
FAQ	Partner Frequently Asked Questions

For more information, contact your 8x8 Channel Account Manager.



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

