VONAGE

Vonage Overview

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About Vonage

VONAGE

COMPANY FOUNDED
HEADQUARTERS: HOLMDEL, NJ
2001

EMPLOYEES
WORLDWIDE
2,600+

ANNUAL
REVENUE
$1.4B+

REGISTERED
USERS
1.15M+

ISO 27001 Certified

PATENTS WITH
150 PENDING
200+

STRATEGIC ACQUISITIONS
IN 5 YEARS
$1B

MINUTES & MESSAGES
TERMINATED ANNUALLY
20B

GLOBAL FOOTPRINT
OF LOCAL OFFICES
36

GDPR — The General Data Protection Regulation

PCI DSS COMPLIANT

NewVoiceMedia ➡ Vonage ➡ Ericsson

HIPAA COMPLIANT

Customers

FCA FINANCIAL CONDUCT AUTHORITY • dpd • JUST EAT • PensionBee • Alliance Healthcare • novo nordisk
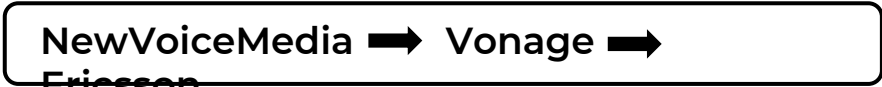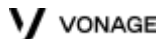
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Vonage Communications Platform

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Employee Productivity

Contact Centre
Customer + Agent/Rep

Communications APIs
Programmable

Unified Communications
Employee Comms
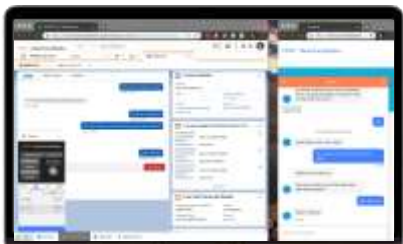
Embedded in CRM:
- Outbound and Inbound Voice
- Intelligence Routing
- Self-Service
- Data Driven Routing
- HVS Global Dialer

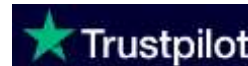Extend Your Contact Centre with API Capabilities:
- Voice
- Video
- Messaging

Gartner.
Magic Quadrant

Desktop or mobile app:
- Embedded in Salesforce & Teams
- Calling
- Messaging
- Video conferencing

salesforce appexchange partner

Gartner peerinsights

Trustpilot

Reviews 858 Excellent
★★★★★ 4.5

Delivering Best of Both Worlds

Vonage for reliable external communications
+
Microsoft Teams for collaboration and PBX

A solution for all internal and external communication needs - designed to deliver a great employee and customer experience

All capabilities delivered through the familiar Teams application

Accelerating the adoption and ROI on your Teams implementation

Proof Point: RSPCA User Case

- **High-level figures:**

  - On average every 30 seconds someone in England and Wales dials 0300 1234 999 for help. In 2019 Vonage delivered 1,218,364 phone calls for the RSPCA

  - 430 call handlers are servicing this line throughout the year

  - 186,000 cases were raised

- **Resilience is key:** The RSPCA consider themselves a blue-light service. Every minute lost potentially costs animal lives

- **Leveraging data to prioritise workflows:** Pet ownership continues to increase meaning demand outstrips resources. The RSPCA leverage CRM data and Vonage to ensure prioritisation of the most severe cases by routing communications based on the severity score.

- **Self-service to drive customer experience:** Live updates provided in the IVR when calling regarding an existing case helping to deflect calls

Proof Point: NCS User Case

- **User Case –** Providing programme management for their social access projects across the UK. Utilising Vonage to manage initial placements and then on-going support.

- **User Numbers:** Peak at 1,000 users across the UK in up to 100 locations.

- **Why Vonage:**

  - **Stability:** A need to ensure market leading uptime due to the nature of calls

  - **Market leading CRM integration**

  - **Multi-channel routing:** Due to the age groups providing queuing for multiple channels is crucial. Voice, email, chat and social are all queued.

  - **Dialler & PCI capability:** Following up on placements and PCI Compliance for taking payments for courses.

  - **Piloting Vonage AI:** Our speech analytics and virtual receptionist

Case Study: London Borough of Hackney (LBoH)

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About LBoH: 5,000 employees; 50th largest council
Business Challenge: Experienced a large hacking which cost them over £11 million (announced in Jan 2021)
On Premise technology and were looking for more agility

Stakeholders:
Head of Digital
Head of Contact Centre
Interim CEO
Procurement Manager

Hackney

LBoH Dimensions

250 contact centre agents

3,500 back office staff (UC)

LBoH Challenges

New CEO joining in May, why this was important for Matthew Cain (mentioned on discovery call)

Restructure & reduce expenditure by £11 million in 2021 (Headcount, tech, etc)

No review of UC / CC investment

Need

An agile solution which could be scaled efficiently

Reduce costs in the contact centre, budget cuts due to hacking

Visibility to the performance of the contact centre and the interactions from customers

Vonage Solution (voice only)

Self service payment IVR (PCI compliant Phase 2)

Intelligent routing of calls (skills based routing) engage with the correctly skilled agent

Speech Analytics, track and monitor agent performance

Why we won?

Built a strong sphere of influence across the whole organisation.

Discovery - we took time to really understand the problem and challenge the process

Sold a vision of buying versus build

Executive Alignment-aligned strategy with Matthew Cain

Challenges we overcame

Competition: Amazon connect & Twilio

Paper based process & Covid implications

Internal challenges - contracting on G-Cloud

Why Vonage

A flexible, future-proof platform that you can trust

- **Pure Cloud** – No equipment, no software, multi-tenant, scalable

- **Carrier Management** – Multiple carriers for resiliency

- **Single Comms Platform** – Resilient, flexible, integrated, 99.999% uptime

- **Secure and Compliant** – SOC2, ISO27001, AES 256 Bit encryption for recording and PCI Compliant

- **Single Stack** – Unified Communications and Contact Center applications

- **Gartner Recognised** - UCaaS and CCaaS magic quadrant

- **Highly Rated** - Gartner Peer Insights, Salesforce AppExchange & Trustpilot

Thank you

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