



## Vonage Receives 2016 Brandon Hall Group Gold Excellence Award for Learning and Development

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HOLMDEL, N.J., Dec. 20, 2016 /PRNewswire/ -- Vonage (NYSE: VG) announced today that it has received the 2016 Brandon Hall Group Gold Award for Excellence in Learning and Development in the category of Best Advance in Learning Measurement. The Company was recognized for recent enhancements to its customer care new hire program and onboarding processes.

As a part of its commitment to providing a best-in-class customer experience, Vonage set out on a mission to redesign and streamline its customer service new hire program with a goal to increase performance during the onboarding process. The Company's Learning and Development (L&D) team designed a proprietary, interactive and cutting edge program that was easy to implement and measure, and that was accountable for both reducing costs and improving the customer experience. These levels of measurement and evaluation are not traditional in the L&D space. This Excellence Award not only recognizes the innovative design of the program but also notes the increase in Vonage's speed to competency for newly hired customer care agents, which went from 120 to 60 days - achieving a record annualized savings for onboarding new hires.

"Vonage's success depends on understanding our customers in order to provide them with products and services to help them connect better. After all, without them, there is no us," said Robert Sutton, Senior Vice President, Customer Care, Vonage. "It is an honor to receive this award and to be recognized for our excellence in customer care. Our commitment to our customers not only strengthens our position as a leader in cloud communications, but has allowed us to provide them with best-in-class service and support for the ultimate customer experience."

"Winning a Brandon Hall Group Excellence Award means an organization is an elite innovator within Human Capital Management (HCM). The award signifies that the organization's work represents a leading practice in that HCM function," said Rachel Cooke, Chief Operating Officer of Brandon Hall Group and head of the awards program. "Their achievement is also notable because of the positive impact their work in HCM has on business results. All award winners must demonstrate a measurable benefit to the business, not just the HCM operation. That's an important distinction. Our HCM award winners are helping to transform the business."

The award entries were evaluated by a panel of veteran, independent senior industry experts, Brandon Hall Group analysts and executives based upon the following criteria: fit the need, design of the program, functionality, innovation, and overall measureable benefits.

Excellence Award winners will be honored at Brandon Hall Group's HCM Excellence Conference January 24-27, 2017, at the PGA National Resort in Palm Beach Gardens, Florida.

For more information about the 2016 Brandon Hall Group Excellence Award, visit the full [award page](#).

### About Vonage

Vonage (NYSE: VG) is a leading provider of cloud communications services for business. Vonage transforms the way people work and businesses operate through a portfolio of cloud-based communications solutions that enable internal collaboration among employees, while also keeping companies closely connected with their customers, across any mode of communication, on any device.

Vonage's Nexmo API Platform provides tools for voice, messaging and phone verification services, allowing developers to embed contextual, programmable communications into mobile apps, websites and business systems, enabling enterprises to easily communicate relevant information to their customers in real time, anywhere in the world, through text messaging, chat, social media and voice.

The Company also provides a robust suite of feature-rich residential communication solutions. In 2015 and 2016, Vonage was named a Visionary in the Gartner Magic Quadrant for Unified Communications as-a-Service, Worldwide. Vonage has also earned the Frost & Sullivan Growth Excellence Leadership Award for Hosted IP and Unified Communications and Collaboration (UCC) Services. For more information, visit [www.vonage.com](http://www.vonage.com).

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**About Brandon Hall Group** Brandon Hall Group is a HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition and Workforce Management.

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