



Vonage positioned as a Leader and a Visionary in Gartner Magic Quadrants for Contact Center as a Service, Western Europe and North America, respectively

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Vonage's NewVoiceMedia recognized in Western Europe and North America CCaaS reports for completeness of vision and ability to execute

HOLMDEL, N.J., Oct. 21, 2019 /PRNewswire/ -- Vonage (NewVoiceMedia) has been positioned by Gartner, Inc. in the Leaders and Visionaries quadrant of the Magic Quadrant for Contact Center as a Service (CCaaS), for Western Europe and North America, respectively. For the former, this marks the third consecutive year Vonage's NewVoiceMedia solution has been recognized as a Leader.

Gartner's Magic Quadrants objectively depict the vendor landscape in various technology sectors. Vendors are assessed against strict criteria and those who appear in the Gartner Magic Quadrant fall into four categories: Leaders, Challengers, Niche Players and Visionaries depending on their "completeness of vision" and "ability to execute."

Vonage completed its acquisition of NewVoiceMedia in October 2018 and now offers the [NVM solution](#) globally. Vonage's NVM solution is an intelligent, multi-tenant contact center and inside sales solution that integrates all communications channels and interactions with customers into an organization's CRM software for full access to hard-won data. NewVoiceMedia was named a Leader in the Magic Quadrant for Contact Center as a Service (CCaaS), Western Europe, in 2017 and 2018.

Vonage combines pure-play cloud contact center offerings with robust unified communications and programmable communications solutions to provide an end-to-end communication experience for a company's employees and customers.

"We are delighted to have achieved the position of a Leader and a Visionary in the Gartner Magic Quadrant for Contact Center as a Service for Western Europe and for North America, respectively," said Alan Masarek, CEO of Vonage. "Vonage is the only cloud communications company to combine a contact center solution and deep CRM integrations with the full range of programmable communications used by a business's employees and customers."

Masarek continued, "An integrated communications experience is critical as businesses undergo digital transformation. We're helping companies worldwide outcompete on customer experience by bridging the conversation gap between digital and personal interactions using Vonage technology to enable more meaningful customer interactions."

[View a complimentary copy of the Magic Quadrant for Contact Center as a Service \(CCaaS\), Western Europe](#)

[View a complimentary copy of the Magic Quadrant for Contact Center as a Service \(CCaaS\), North America](#)

For more information about Vonage, visit www.vonage.com.

Gartner, Magic Quadrant for Contact Center as a Service, Western Europe, Simon Harrison, Steve Blood, Drew Kraus, 15 October 2019. *Vonage was previously listed as NewVoiceMedia.

Gartner, Magic Quadrant for Contact Center as a Service, North America, Drew Kraus, Steve Blood, Simon Harrison, 15 October 2019

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About Vonage

[Vonage](#) (NYSE:VG) is redefining business communications, helping enterprises use fully-integrated unified communications, contact center and programmable communications solutions via APIs. True to our roots as a technology disruptor, we've embraced technology to transform businesses to collaborate more productively and engage their customers more effectively across all communications channels.

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