



NEWS RELEASE

Vonage Named a Leader for the Fourth Time in the IDC MarketScape: Worldwide CPaaS 2025 Vendor Assessment

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HOLMDEL, N.J.--(BUSINESS WIRE)-- **Vonage**, a global leader in cloud communications helping businesses accelerate their digital transformation and a part of Ericsson (NASDAQ: ERIC), announced that the Company has once again been positioned as a Leader in the IDC MarketScape: Worldwide Communications Platform as a Service (CPaaS) 2025 Vendor Assessment.* We believe this recognition underscores Vonage's commitment to innovation, customer-centric solutions, and delivering real-world outcomes to businesses worldwide.

The report acknowledges that "Vonage has one of the most diverse CPaaS platforms with a global and geographically balanced client base across the Americas, Europe, and Asia/Pacific regions. The company offers a comprehensive unified API platform that provides full access to its identity, messaging, voice, video, and network APIs."

"Vonage has been named a Leader in the IDC MarketScape for CPaaS for the fourth time," said Courtney Munroe, Vice President, Worldwide Telecommunications Research for IDC. "With its breadth and depth of capabilities, along with the launch of the Vonage Network Registry and Network APIs, Vonage showcases how it continues to add tangible value to its services for developers and enterprises, enabling higher performance across its platform."

With global coverage in over 200 countries and territories and its deep integration with Ericsson's expansive telecommunications ecosystem, Vonage continues to empower businesses worldwide and across industries with communications solutions that redefine customer and employee engagement. With the addition of Vonage Network APIs – designed to simplify network complexities with flexibility, accessibility and security – developers, enterprises and network operators can spur innovation of digital transformation and create new value added



services and advanced applications to solve business needs for enhanced connectivity, location services and security.

“We believe Vonage’s recognition as a Leader in the IDC MarketScape for CPaaS is a reflection of our mission to enable businesses to create meaningful customer experiences to differentiate their brands,” said Seckin Arıkan, Head API, Vonage. “By combining the power of the Vonage platform with Ericsson’s global telecommunications network, we’re delivering scalable, AI-enhanced solutions that address the unique needs of our customers and their markets. This helps us leverage the potential of network APIs to drive innovation, accelerate digital transformation, and empower businesses with cutting-edge solutions tailored to their evolving needs.”

About IDC MarketScape

IDC MarketScape vendor assessment model is designed to provide an overview of the competitive fitness of technology and service suppliers in a given market. The research utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each supplier's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of technology suppliers can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective suppliers.

* IDC MarketScape: Worldwide Communications Platform as a Service 2025 Vendor Assessment (Doc #US52039625, February 2025).

About Vonage

Vonage, a global cloud communications leader, helps businesses accelerate their digital transformation, providing a comprehensive set of engagement solutions to deliver richer, more personal and meaningful communications across the entire customer and employee experience.

Vonage’s Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) solutions enable companies to transform how they communicate and operate from the office or anywhere. Vonage’s Communications Platform as a Service (CPaaS) offering is fully programmable and allows developers to embed video, voice, chat, messaging, AI and verification into existing products, workflows and systems using communications APIs. Leveraging the power of the network, Vonage’s CPaaS is expanding to incorporate new network capabilities exposed as APIs to help developers worldwide pioneer new, advanced applications that help enterprises reimagine their business, transform their operations and improve customer experiences.

Vonage is a wholly-owned subsidiary of Ericsson (NASDAQ: ERIC), and a business area within the Ericsson Group called Business Area Global Communications Platform. To follow Vonage on LinkedIn, visit [linkedin.com/company/Vonage/](https://www.linkedin.com/company/Vonage/). To become a fan on Facebook, go to [facebook.com/vonage](https://www.facebook.com/vonage). To subscribe on YouTube, visit [youtube.com/vonage](https://www.youtube.com/vonage).

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