



# Delivering Programmable, Intelligent Interactions on a Single Platform

Vonage's unique programmable communications platform drives its ability to offer innovative, integrated, and highly-differentiated business solutions. Clients create intelligent interactions in competitive environments, easily deploy cloud-based communications to architect amazing digital experiences, enjoy personalized, customer-centric service, all delivered over a public cloud infrastructure and global carrier network.

## Harnessing the Power of Open, Scalable Communications

Digital transformation starts with an integrated communications experience. Vonage solutions are powered by the Vonage Communications Platform, a single-stack platform of compatible microservices with capabilities that include:



COMMUNICATIONS APIS



UNIFIED COMMUNICATIONS



CONTACT CENTERS



PROGRAMMABLE PHONE NUMBERS



SOFTWARE INTEGRATIONS



CLOUD PBX



TEAM COLLABORATION

ANNUAL REVENUE:

**\$1B+**

CLIENTS:

**100K+**

EMPLOYEES WORLDWIDE:

**2,200**

YEARS IN BUSINESS:

**20**

DEVELOPERS USING OUR APIS:

**1.15M**

This flexible architecture provides Vonage the unique ability to provide exceptional quality of service and deliver unparalleled customer and employee experiences. Vonage Communications APIs drive the adoption of ever-increasing communication channels including voice, verification, messaging and video-enabling greater engagement, and the ability to customize applications to meet changing business needs.

Learn more at [vonage.com](https://vonage.com)



# A Better Experience for Customers and Employees

Vonage connects virtual teams and offices, enhances business continuity with unified communications, launches contact centers that engage customers via communications APIs, and integrates business communications with third-party applications like CRM software.

As an enterprise communications leader, Vonage supports a wide variety of industries, supplying them with powerful, differentiating tools that transform the way they do business.

## Healthcare

Provide doctors with telehealth capabilities utilizing our Video API, enable patients to order prescription refills via SMS, and Integration with Salesforce Health Cloud for personalized patient engagements.

## Transportation and Logistics

Provide tracking and privately connect drivers and customers via voice or SMS. Seamlessly tie communications to orders or accounts and automatically reroute calls in the event of an emergency.

## Customer Service

Intelligently route contact center interactions based on agent expertise and sentiment analysis. Give customers access to self-service, voice, chat, and email options and/or live agents for real-time assistance.

## Legal

Utilize CRM integrations to increase billable hours and leverage call recording to always have a record. SMS and voice APIs provide reminders to clients for important trial dates and help reduce missed appointments.

## Travel and Hospitality

Send notifications for upcoming stays, changed flights, discounts, and more. Service customers via contact center, app, or social channels and keep a record of all interactions in your CRM to preserve context.

# Creating Partnerships That Drive Value

Vonage collaborates with leading channel, technology, referral, integration, and application partners to deliver and support custom solutions for smooth implementation and customer engagement.

### PARTNERSHIPS INCLUDE:



# Setting a Standard for Excellence

Vonage is proud to be the recipient of a number of coveted industry awards. Recent wins include:

