



**Unified Communications
Satisfaction Report
All Platforms
2022
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Introduction

The 2022 Unified Communications Satisfaction All Platforms Report was researched and developed by the Eastern Management Group, Inc.

The report has two important objectives:

- Give Premises and Hosted Unified Communications (UC) vendors substantial customer satisfaction information to use for benchmarking purposes
- Give provider marketing organizations data for sales and marketing campaigns, and dealer training

Customer Satisfaction Research

More than 5,000 IT manager customers were surveyed by the Eastern Management Group for the report. IT managers reported on a range of experiences as a customer of one of 44 Premises and Hosted UC companies evaluated. Each was quantitatively rated on 12 Customer Satisfaction Measurements including whether they would recommend their vendor to a friend.

44 Unified Communications Companies

3CX	Fuze	Masergy	Panasonic	Unify-Atos
8x8	Fuze	MegaPath	RingCentral	Verizon
Alcatel-Lucent Enterprise	Global Cloud Xchange	Microsoft	Sangoma	Vertical Communications
AT&T	Google	Mitel	StarBlue	Vodafone
Avaya	GTT	NEC	Tata	Vonage
BT	Huawei	Nextiva	TDS	Windstream
Cisco	Intrado	NTT	Telefonica	Xorcom
Consolidated Communications	LogMeIn	Ooma	Telstra	Yeastar
Dialpad	Lumen	Orange	T-Systems	

Source: The Eastern Management Group, Inc.

Customer Satisfaction Measurements

12 Customer Satisfaction Measurements

12 Customer Satisfaction Measurements	
Product	Technology and Product
	Reliability
	Innovation
	Management Tools
Vendor Experience	Purchase Experience
	Installation
	Billing
	Support
	Contact Center Experience
Customer Delight	Value
	Overall Satisfaction
	Recommend to a Friend

Source: The Eastern Management Group, Inc.

Sangoma

Sangoma Ranks #1 Among 44 UC Companies in Several Satisfaction Measurements

Measurement	#1 in Customer Satisfaction for:
Technology & Product	#1
Installation	#1
Support	#1
Management tools	#1
Recommend-To-A-Friend	97%

Sangoma Receives Two Satisfaction Awards

#1 in Product Category

- Includes Customer Satisfaction Measurements for:
 - Technology and Product
 - Reliability
 - Innovation
 - Management Tools

#1 in Customer Delight Category

- Includes Customer Satisfaction Measurements for:
 - Value
 - Overall satisfaction
 - Recommend-To-A-Friend



Sangoma Customer Satisfaction Measures

Customer Satisfaction Measurements	5 STAR SCALE
Technology and Product	★★★★1/2
Reliability	★★★★1/2
Innovation	★★★★1/2
Management Tools	★★★★1/2
Purchase Experience	★★★★1/2
Installation	★★★★1/2
Billing	★★★★1/2
Support	★★★★★
Contact Center Experience	★★★★★
Value	★★★★1/2
Overall Satisfaction	★★★★1/2
Recommend-To-A-Friend	★★★★★

Source: The Eastern Management Group, Inc.

Sangoma Customer Satisfaction Measures

Customer Satisfaction Measurements	4 POINT SCALE	
Technology and Product	3.44	
Reliability	3.39	
Innovation	3.33	
Management Tools	3.29	
Purchase Experience	3.38	
Installation	3.43	
Billing	3.35	
Support	3.22	
Contact Center Experience	3.21	
Value	3.47	
Overall Satisfaction	3.37	
Recommend-To-A-Friend	4.00	97%

Source: The Eastern Management Group, Inc.

Sangoma Customer Satisfaction Measures

Customer Satisfaction Measurements	Sangoma	Industry Average
Technology and Product	3.44	3.17
Reliability	3.39	3.21
Innovation	3.33	3.01
Management Tools	3.29	2.96
Purchase Experience	3.38	3.05
Installation	3.43	3.15
Billing	3.35	2.94
Support	3.22	2.99
Contact Center Experience	3.21	2.86
Value	3.47	3.07
Overall Satisfaction	3.37	3.11
Recommend-To-A-Friend	4.00 97%	2.86 82%

Source: The Eastern Management Group, Inc.

Sangoma Customer Satisfaction Measures

Would You Recommend Sangoma to a Friend		
	Sangoma	Industry Average
Yes	97%	82%
No	3%	18%

Source: The Eastern Management Group, Inc.

Appendix A **Research Methodology**

The Eastern Management Group conducts ongoing global surveys of IT managers. Participants report on their company's current and future technology usage. They also describe their experience with individual vendors solutions.

This report contains findings only from our survey.

Data presented in Customer Satisfaction Reports may not be representative of all customers of any individual vendor.

Appendix B **About The Eastern Management Group**

The Eastern Management Group is an American technology company. We are one of the top communications research and consulting businesses in the world. Since our founding in 1979, we have maintained a concentration on global markets and vertical industries. And because we know products, services, applications, markets, suppliers and customers, we can conduct research and consulting assignments that meet our clients' needs.

The Eastern Management Group investigates and advises clients on market behavior, and best practices. Our expertise, contacts, database, and analytical skills help thousands of clients manage effectively in an ever-changing technology world.

With a database of market information built and managed over decades, the information we collect, retain, and have available to our analysts and clients, is unparalleled.

Appendix C **Contact**

We would like to hear from you.

You can learn more about The Eastern Management Group on our web site.

www.easternmanagement.com

You can also contact our CEO directly.

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