

How does 8x8 compare to other cloud-based communication platforms?

The results are in - here's the 8x8 advantage.

When it comes to choosing the right cloud-based communication service provider for your business, you need a partner that not only brings you out-of-the-box enterprise-class solutions, but is also globally integrated, secure, and reliable. Technology aside, it's also the customer service, the pricing, and the ease of deployment that can make a world of a difference.

	8x8	Competitor 1	Competitor 2
Channels	Offers the highest number of SMS and messaging channels	A range of SMS and digital channels	A limited portfolio of SMS and messaging channels
Chat apps	✓	✓	✓
Video	✓	✓	✓
Voice	✓	✓	✓
Network	Multi-tiered carrier relationships across the globe with stronger APAC connections, and the ability to deploy mixed routing for increased flexibility	Partner network of Tier 1 providers	Direct-to-carrier connections with Tier 1 providers
Ease of deployment	Comes with a range of tools to accelerate time to market	Comes with developer tools only	Comes with developer tools only
Developer tools	✓	✓	✓
No-code capabilities	✓	✗	✗
AI functionality	AI-enhanced speech-based collaboration for call centre agents	AI-powered chatbots for automated routine customer inquiries	AI-powered speech recognition and analytics for call centre agents
Analytics	Data from all channels is available in one place, and can be pulled into any platform for more customized insights	TBA	TBA
Compliance and certification	Strict standards and multiple compliance certifications:	Some security certifications:	Some compliance to regulation guidelines:
GDPR	✓	✓	✓
ISO 27001	✓	✓	✓
Cloud Security Alliance (CSA)	✓	✓	✗
HIPAA	✓	✗	✓
PCI DSS	✓	✓	✓
FISMA (NIST 800-53)	✓	✗	✗
CPNI	✓	✗	✗
HITRUST	✓	✗	✓
Privacy Shield	✓	✓	✗
HITECH	✓	✗	✓
Customer support	At your beck and call all day every day	Chat and paid support plans	Email and contact form submission
FREE customer support plans	✓	✗	✗
Chat support	✓	✓	✗
Email support	✓	✗	✓
24x7x365 support	✓	✗	✗
Multilingual support teams	✓	✗	✗
Globally dispersed support teams	✓	✗	✗

Now that you know the 8x8 advantage, what are you waiting for?

8x8 continually keeps a pulse on the industry so we can deliver the best cloud-based communication possible to you. For more information, visit us at <https://www.8x8.com/> or reach out to us at hello-cpaas@8x8.com.