SANG✱MA

CORPORATE
BROCHURE

EUROPE

Who is
SANGOMA?

Sangoma Technologies believes all organisations should have access to powerful, affordable, innovative communications solutions from a reliable partner, and that deploying these solutions will help businesses be able to grow, connect and collaborate with its customers in exciting new ways.

SANGOMA'S PEDIGREE & EXPERTISE

Founded in 1984 and headquartered in Toronto, Canada, Sangoma is a leading voice and Unified Communications (UC) solution provider.

Sangoma helps businesses simplify the way they communicate and collaborate. We are the primary developer and sponsor of Asterisk and FreePBX, the World's two largest open-source communications.

Through our knowledge and expertise, we are uniquely positioned to offer a complete portfolio for everything a business needs for its phone system.

We provide and utilise our own technology for our solutions, enabling us to insure we have deep interoperability with the entire communication solution.

FINANCIALLY STABLE

Sangoma has experienced phenomenal growth for the past decade and continuously reinvests in R&D; so, we can continue providing cutting edge communications.

BENEFITS OF CHOOSING SANGOMA

Only Sangoma offers complete end-to-end value-based business telephony solutions, all owned, designed, and built by us – unlike others, we can guarantee everything fits and works together. We continue to invest heavily in research and development to ensure our solutions are innovative and cutting edge.
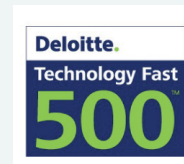
Sangoma offers businesses true value, with respect to simple pricing, features, quality and support, by enabling them to communicate, collaborate and connect better with their customers through a high-quality solution with a low total cost of ownership.

BENEFITS OF CHOOSING SANGOMA

Sangoma is a trusted advisor with respect to what is best for our customers. We offer cloud, on-premise, virtual and hybrid communication solutions, using the same solution stack for each. What we care about is helping our customers make the best choice for them, not what is best for us.

TRUSTED INDUSTRY LEADER

When it comes to validating performance, reliability, and value of a Sangoma solution, we have the stamp of approval from industry analysts, customers, and media.

SANGOMA CUSTOMERS

Sangoma has long been a customer-centric organisation, delivering affordable solutions. Enterprises, SMBs, Developers, System Integrators and Service Providers, in over 150 countries, rely on Sangoma's technology as part of their mission critical infrastructures.

Sangoma has one of the largest installed bases in the industry - over 2.5 million users trust and use our UC products: on-premise, in the cloud or virtually.

customer testimonials

" Partnering with Sangoma has enabled us to offer a truly unique and flexible range of Solutions to the UK Channel, which are proving to be extremely successful. "

Darren Garland, Managing Director
ProVu Communications, UK

" Sangoma enables us to compete, and win sales. Their onboarding process makes it easy to increase your bottom line right out of the gate, and their wide range of offerings keeps the revenue flowing! "

Mark Rose, Owner
Multi-Tech Solutions Corp

" Partnering with Sangoma has let me offer dependable solutions to my clients, and opened doors that increased my business. "

Mike White, President
e4 Technologies

" Sangoma…..awesome engineering, that's just simply amazing. "

Hasjonn Simmons, President
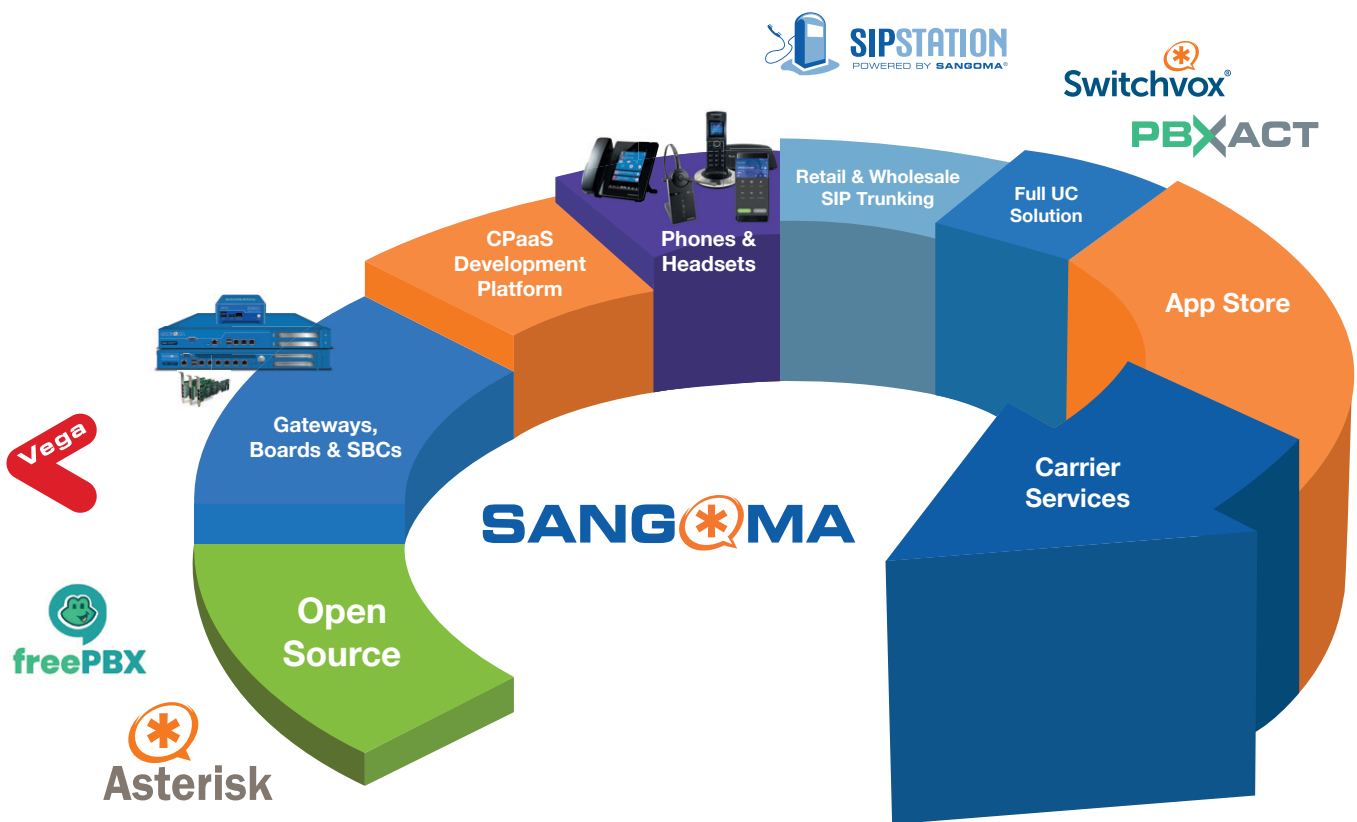*Fast Solutions Technologies*

TECHNOLOGY
OVERVIEW

Sangoma offers complete, affordable Business Communication solutions for businesses of all sizes. Our customers purchase Sangoma because of the superior value our products offer. We are the only vendor that owns, manufactures and develops everything in our portfolio.

We have the widest portfolio in the industry – Unified Comms, contact centre functionality, the most advanced IP Phones & headsets; Video Conferencing, SBCs to secure your voice network; Vega VoIP gateways, telephony cards and so much more.

Sangoma's portfolio of products also enable service providers, carriers, enterprises, SMBs, and OEMs alike to leverage their existing infrastructure for maximum financial return, while still delivering the most advanced applications and services from the latest technologies available.

SIPSTATION
POWERED BY SANGOMA

Switchvox®

PBXACT

Retail & Wholesale
SIP Trunking

Full UC
Solution

CPaaS
Development
Platform

Phones &
Headsets

App Store

Vega

Gateways,
Boards & SBCs

Carrier
Services

freePBX

Open
Source

SANGOMA

Asterisk

UNIFIED
COMMUNICATIONS

Sangoma offers complete, affordable UC solutions for small to mid-size businesses. They include advanced collaboration and productivity-enhancing features for every user; available for a single, easy-to-understand price.

Sangoma's UC solutions can be deployed on-premise, in the cloud, virtually or as a hybrid model.

SWITCHVOX: THE COMPLETE UC BUSINESS PHONE SYSTEM

Switchvox isn't just another VoIP business phone system – unlike other vendors we use the same software for cloud, on-site & virtual deployments; so users can communicate & collaborate where & how they want, at the office or remotely – all with a single app for multi-channel communication across different devices.
Just click a button to immediately upgrade from a voice / IM conversation to a full video meeting with collaboration.
Contact centre capabilities and full UC features, like mobile & desktop clients, built in queue priority, presence & status, are included for every user at no extra cost.

MULTIPLE DEPLOYMENT OPTIONS: SAME SOFTWARE

Cloud
- Switchvox Cloud is the optimal solution for delivering the best customer service
- No onsite hardware to maintain and control
- Simplify access to communication tools for sales, support and agents
- IP phone rentals available

On-premise
- Maintain full control of your solution
- Dedicated appliance hardware backed by Sangoma
- No racks or specialised equipment

Virtualise
- Choose your own virtualised environment with VMware and Hyper-V
- Leverage failover for HA options and save on stand-alone appliance costs

OPEN SOURCE BASED OFFERINGS

COMMERCIAL OFFERINGS

Asterisk

- Open Source Comms toolkit

- PBX is the most well known application

freePBX

- Built on Asterisk

- Free, fully open source PBX

- Limited number of optional / chargeable add-on software modules

PBXACT

- Sangoma's official tested and certified version of FreePBX

- Non-open source components (e.g., exclusive add-on modules)

- Chargeable, relatively inexpensive

- Sangoma supported

Switchvox

- Sangoma's industry leading SMB/SME turnkey UCaaS (easy install / setup)

- Prem, Cloud & Virtual Versions

- International Language Support

- Full 24 x 7 Support

Sangoma Phones / Mobile and Desktop Collaboration software / SIP Trunking / Gateways / SBCs work seamlessly

MULTIPLE COMMUNICATION CLIENTS: SAME FUNCTIONALITY

Switchvox includes UC clients for Windows, Mac, iOS and Android.

We can seamlessly integrate with Microsoft Teams; meaning Switchvox's superior call control is also available to customers choosing Teams as their communication client.

ENHANCED CONTACT CENTRE CAPABILITIES

Switchvox has integrated contact centre features; and is included at no extra cost for every user.

FEATURES INCLUDED

- Music on hold

- In-queue callback

- Built in queue priority (to allow certain types of calls to be prioritised)

- Automated appointment reminders with options to confirm, cancel or reschedule

- Routing rules (such as time of day routing or department routing)

	Queue Member Activity - Sales					
	MEMBER NAME	LOGIN		CALLER		DURATION
1	Laura Jackson	120	Laurie Smith	619-555-2500	4:27	
2	Sara Tramel	121	-		-	
3	Elwood Monroe	122	Allen Hart	256-555-4506	6:39	
4	Joe Jackson	123	Bill White	256-555-4507	7:35	
5	Adam Cole	124	Jack Horowitz	202-555-3515	2:06	
6	Daniel Zetticci	125	-		-	
7	Brian Hassan	126	Paula Diaz	414-555-0522	24:02	
8	Chris Larsson	127	Michelle Graff	256-555-4505	5:14	
9	Denis Griffin	128	-		-	
10	George Ketilsson	129	Katie McKay	414-555-0521	0:32	

Real Time Visibility

See who is on the phone, their login status, call duration, if they are on a queue call, who they are talking to, all in a single view.

ENDPOINTS

IP PHONES, HEADSETS & UC CLIENT SOFTWARE

Sangoma provides deskphones and softphones that integrate seamlessly with our UC and UCaaS offerings to deliver unified communications features (calling, presence, chat, conferencing, file sharing, etc.) from a single application, on any device, at any location.

IP PHONES

The product line includes entry-level, mid-range, and executive-level phones that a perfect for every user type, from casual to call center to managers and executives. All models include HDVoice and plug-and-play deployment; customised to seamlessly integrate with all our UC systems and provide zero touch installation, simplified system management, and instant access to a wide range of features.

Hotdesking: login / logout of phones quickly: Supported on all Sangoma desktop phones

HEADSETS

Superior sound quality and call handling. Wireless headsets feature use DECT technology with up to 325 feet of range as well as all-day battery life. Choose from a dedicated Desktop IP Phone option, or one with added support for the Desktop softphone.

UC CLIENT SOFTPHONES

Desktop and smartphone softphone collaboration clients that integrate seamlessly with our UC solution offerings and deliver UC features (presence, contacts, chat, calling, file sharing and audio and video conferencing, etc.) from a single application, on any device, at any location.

- Interact with colleagues and managers for assistance while on a call
- View presence status
- Manage calls
- Make / Receive calls with the office number displayed

VIDEO CONFERENCING

Full integration with Switchvox: Upgrade to a video call at the push of a button.

- Full scheduling
- Start or schedule a meeting from apps, website, Slack
- Password automatically created for every meeting
- Calendar integration - Office 365 and Google Calendar
- Supports 50 users in a single video conference
- Easily switch between video and screen-share
- Works in any WebRTC compatible browser

NETWORK
CONNECTIVITY

Sangoma offers a complete line of Session Border Controllers (SBCs), VoIP Gateways and telephony cards that enable communication solutions to connect to, and be protected from, different types of networks. Products ranging from just two port analog cards and gateways all the way to 2000 channels in a single appliance cover demands from the SMB, Enterprise, Call Centers, and service providers. The SBC portfolio also includes software versions for hosted/virtualised environments and the ability to mix legacy PSTN interconnections for enterprise networks in transition.

VEGA AND IMG VOIP GATEWAYS

Sangoma's Vega Gateways allow you to keep your existing legacy infrastructure (Analog/T1/E1) and connect to VoIP Services, saving your business time and money. The IMG gateway family aree carrier-specific products that enable a VoIP carrier to connect their network for up to 2016 channels.

Simply connect our VoIP Gateways at the edge of your network and tap into the benefits of VoIP

SESSION BORDER CONTROLLERS

Businesses connecting their infrastructure to SIP Trunk, or VoIP connection, require a Session Border Contoller (SBC) for security, interoperability and transcoding.

A Sangoma SBC protects both your data and voice network and is designed to handle every aspect of phone calls that travel over the internet.

TELEPHONY CARDS

Sangoma's award winning Analog, E1 and T1, and BRI telephony cards (or PSTN Cards) are powering the world's leading PBX, IVR and call-centre applications.

Sangoma's telephony cards, which also include the Dialogic suite of boards, are also the most flexible on the market, with superior compatibility.

OPEN SOURCE
COMMUNICATION PLATFORMS

As the primary developer and sponsor of both the Asterisk and FreePBX projects, Sangoma is the largest open source communications company in the world.

Sangoma offers a suite of products and services to extend the power of Asterisk and FreePBX, including SIP trunking, advanced auto-provisioned IP phones, a full range of interconnection hardware, and a cloud platform enabling developers to add secure live voice, video, and messaging communications to their web and mobile apps.

Asterisk and **FreePBX** are used in over 220 countries and territories and have been deployed on millions of servers for businesses ranging from one-man shops to multinational corporations.

freePBX

FreePBX is the world's most widely used open source PBX software. It is an all-in-one IP PBX that is completely free to download and install and includes all the basic elements needed to build a phone system. FreePBX is supported by Sangoma developers and by a global community of enthusiasts. It is controlled by a fully featured web-based GUI, making it very easy to deploy and use.

Asterisk®

Asterisk is the world's most widely used open source framework for building communications applications. Asterisk essentially turns an ordinary computer into a communications server. Asterisk powers IP PBX systems, VoIP gateways, conference servers, and other custom solutions. It is used by small and large businesses, contact centers, carriers, and government agencies, worldwide.

6+ Million Servers
Estimated Deployed

25 Million
Asterisk Downloads

20,000 FreePBX Distro
Installs Per Month

AstriCon®
Dedicated Users Event
and Industry Conference

What's Next for
SANGOMA?

Sangoma believes all organisations should have access to powerful, affordable, innovative communications solutions from a reliable partner, and that deploying these solutions will help businesses be able to grow, connect and collaborate with its customers in exciting new ways.

That has been a core tenet of Sangoma for quite some time, and it will continue to serve us well as we look to the future.

Sangoma is uniquely positioned for success during this technological shift.

We hold a leadership position in the global communications development community as the world's largest provider of open source communications solutions.

We possess the broadest portfolio of technology stack which will enable us to create affordable innovative solutions.

We invest above industry average of revenue (almost 20%) to research and development

We recently created Sangoma Labs which is driving pure research to our platforms.

We have the company scale, growth momentum and gravitas to continue to drive forward.

Because we are committed to products and services that recognise and fulfill the diverse needs of companies and individuals, Sangoma looks forward to shaping the future of business communications.

SANG✳MA

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