



## **Four Video and Voice Collaboration Solution Providers Named IDC Innovators**

**FRAMINGHAM, Mass., September 20, 2018** – International Data Corporation (**IDC**) has just published an IDC Innovators report focusing on four technology providers that are considered key emerging vendors in the enterprise video and voice collaboration market. The four companies named as IDC Innovators are Dialpad, DisplayNote Technologies, Highfive, and Videxio.

Collaborative video and voice platforms, solutions, and applications are being utilized by companies to overcome ad-hoc decision making in favor of automated-assist decision making. In its simplest terms, this means that meeting and collaborative technologies can be used to make disparate decision-making processes more data driven, rendering them far more effective. New "intelligent" solutions from vendors and providers are not just improving productivity and team collaboration but transforming the modern workplace by changing the way workers schedule, set up, access, and work together. In addition to supporting video and voice collaboration, these new solutions can incorporate functionality such as WebRTC, voice recognition (VR), machine learning (ML), artificial intelligence (AI), and more for performing tasks before, during, and after meeting sessions.

"IDC is eager to profile these newer, up-and-coming providers of enterprise video and voice collaboration solutions and platforms," said [Rich Costello](#), senior research analyst, [Unified Communications & Collaboration](#). "As companies look to transform how workers collaborate, these newer solutions, although currently lacking the high market visibility of many of the more established communications and collaboration players, can support innovative capabilities and/or business models that are of interest to customers today."

Dialpad's focus on softphones, mobility, and integration with third-party apps, as well as its commitment to innovation (it offers a free cloud phone service for small businesses), distinguish it from other cloud phone providers. With roots in the educational tech market, DisplayNote Technologies made the jump to enterprises with a focus on ease-of-use for the average user to enable problem-solving and collaboration, while supporting flexible governance policies. Highfive's solution combines hardware with an integrated cloud conferencing software platform that is powered entirely by WebRTC (Real-Time Communications). Videxio's cloud-based video collaboration service facilitates the hosting/joining of video meetings and calls from any device or browser (plugin-free) – all on a dedicated global network built just for video.

The report, *IDC Innovators: Video and Voice Collaboration, 2018* (IDC #US44253718), profiles four emerging technology providers offering video and voice collaboration solutions for business customers.

### **About IDC Innovators**

**IDC Innovators** reports present a set of vendors – under \$100 million in revenue at time of selection – chosen by an IDC analyst within a specific market that offer an innovative new technology, a groundbreaking approach to an existing issue, and/or an interesting new business model. It is not an exhaustive evaluation of all companies in a segment or a comparative ranking of the companies. Vendors in the process of being acquired by a larger company may be included in the report provided the acquisition is not finalized at the time of publication of the report. Vendors funded by venture capital firms may also be included in the report even if the venture capital firm has a financial stake in the vendor's company. IDC INNOVATOR and IDC INNOVATORS are trademarks of International Data Group, Inc.

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