



# WHY broadvoice

## Broadvoice is a leading cloud communications provider with users across four continents.

We are one of the only cloud communications providers with our own proprietary technology stack for UCaaS and CCaaS that includes omnichannel capabilities in the U.S.

As a technology-driven innovator, we are committed to delivering enterprise cloud communications and contact center solutions to customers, no matter their industry or size.

Through our relationship-driven approach, we help shape the future of integrated communications by leveraging over **20 years of experience, expertise, and service** to deliver the “Broadvoice Difference” to customers on four continents, one customer at a time.

Broadvoice is on a mission to build meaningful relationships that accelerate your business. Our culture is built on customer service, and our **90+% CSAT score** proves it.

The **Broadvoice Customer Success Program is the #1 customer success offering** in the cloud communications industry. For our employees, customer service is not just a call — it’s a calling.

We focus on unifying all lines of communication to improve customer and employee experiences with every interaction.

### FAST FACTS

**Founded:** 2006

**Headquarters:** Northridge, CA

**CEO:** Jim Murphy

**Cloud Infrastructure:**

4 continents with redundant global architecture (public and private)

**SLA:** 100%

**UCaaS Growth:** 31% YoY growth

**# of Employees:** 350+

**ONE SOLUTION  
ONE NUMBER  
ONE RELATIONSHIP**

[broadvoice.com](https://broadvoice.com)



In 2022 and 2023, TrustRadius recognized **Broadvoice as one of the top three products for Best Relationship, Best Value for Price, and Best Feature Set in the UCaaS category.** Broadvoice was also honored with a Stevie Award for **Best Customer Satisfaction Strategy** in the 17th annual Stevie Awards for Sales & Customer Service.

In 2022 and 2023, Broadvoice was named a winner of the **Excellence in Customer Service Awards** presented by the Business Intelligence Group. TMC has recognized Broadvoice as a winner of INTERNET TELEPHONY magazine's 2022 and 2023 **Hosted VoIP Excellence Award** and **Unified Communications Product of the Year Award** for the b-hive platform.





In 2021, Broadvoice expanded its technology portfolio, vertical markets, and global reach by acquiring GoContact. GoContact adds an omnichannel CCaaS platform, along with sales and service operations in Europe, Africa, and Latin America and its high-growth North American operations.

The company developed its cloud-native voice platform and contact center to reduce the technological complexity of managing contact centers. GoContact’s mission is to eliminate barriers between people and technology with a strategic position in traditional and emerging markets.

The combination of technologies, operations, and talent from Broadvoice and GoContact gives the merged Broadvoice organization distinct competitive advantages on a global scale:

- Broadvoice’s leadership in the unified communications as a service (UCaaS) market
- GoContact’s leadership in the contact center as a service (CCaaS) market
- UCaaS and CCaaS cross-sales to new and existing customers in each company’s respective geographic markets
- Similar technologies and platforms enable the natural integration of each other’s products into customer offerings
- Cutting-edge solutions empower customers to deliver a superior customer experience through embedded CRM, collaboration, and helpdesk software-as-a-service platforms
- Scalable solutions targeting the large high-growth cloud contact center market
- Award-winning customer experience and operational excellence

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Our vision is to deliver a smart, integrated cloud communications platform that empowers exceptional customer and employee experiences with an industry-leading service culture.

**We are dedicated to the synergy of expansion and innovation that leads businesses with Broadvoice's integrated cloud communication solutions into a new era of collaboration and connectivity.**

"In the near-term, it's interesting to see communications move from traditional voice to more video and messaging, enabling our customers to connect with their customers in a variety of new ways. I'm excited to see how Artificial Intelligence (AI) is going to transform how we connect and work. We are continuing to roll out new AI-powered products and features that truly allow someone to "10X" themselves. And we're just scratching the surface."

Jim Murphy, CEO of Broadvoice

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