

Frost Sullivan Global Growth Leadership Award presented to Digium; company recognised as one of top SMB IP PBX vendors

Switchvox Unified Communications solution's growth, partner network and competitive pricing position company as market leader in SMB communications market

November 20, 2012 – [Digium® Inc.](#), the Asterisk® Company, is pleased to announce it has received the 2012 Frost & Sullivan Global Growth Leadership Award for impressive growth of its Switchvox Unified Communications (UC) solution for small and medium businesses (SMB). Frost & Sullivan presents this award annually to the company that has demonstrated excellence in capturing the highest annual compound growth rate for the past three years.

“Digium has demonstrated considerable growth in the challenging, but rapidly growing SMB market, positioning itself as one of the top SMB IP PBX vendors in the world,” said Alaa Saayed, senior industry analyst with Frost & Sullivan. “Their all-in-one Switchvox solution provides a best-in-class business IP solution, with compelling functionality and competitive pricing, making Digium a major competitor in the overall enterprise communications platforms market. They are well-positioned to leverage this market leadership and strength to further expand into the SMB communications segment, where comprehensive features and competitive pricing are critical to success.”

“We are honoured to be recognised as a market leader as a result of our growth of Switchvox, but we’re also happy that Frost & Sullivan acknowledged this growth was possible because of the innovation and value Switchvox provides,” said Leslie Conway, vice president of global marketing at Digium. “This research and award echoes what we hear from customers every day—businesses need a phone system that enables them to stay one step ahead of their peers in today’s competitive market. The flexibility, ease of use and competitive pricing we offer allows our customers to do just that.”

Digium’s Switchvox integrates many features such as PBX, fixed mobile convergence and mobility, conference bridge, call queues, fax server, instant messaging, unified messaging, presence, video calling, recording and monitoring, as well as reporting and call logging software functions onto a single appliance. Key applications can be accessed through the highly customisable Switchboard Web interface that provides every user with a personalised view of their communications environment and tools. Digium offers Digium IP phones that extend the power of the Switchvox system to the desktop, with easy access to visual voicemail, real-time status information, call queue details and more. The Digium IP phones offer the tightest integration possible with Switchvox, incorporating plug-and-play installation, so that extensions and phones can be added in minutes.

Frost & Sullivan Best Practices Awards recognise companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service and strategic product development. Industry analysts compare market participants and measure

performance through in-depth interviews, analysis and extensive secondary research in order to identify best practices in the industry.

“Digium’s success with Switchvox is commendable when considering how the SMB UC marketplace has seen a lot of competitors come and go,” said Rob Arnold, senior industry analyst with Frost & Sullivan. “Customers expect value, and vendors need to deliver that value to stand out. As a previous winner of the Customer Value Enhancement Award in UC for SMBs, I think Digium has created a unique advantage with Switchvox; their ‘enterprise class features at a price you can afford’ value proposition has certainly resonated with customers.”

Digium designs its solutions for sophisticated functionality without complex ownership responsibilities. Switchvox is designed to be cost-effective over the lifecycle of the system, without expensive add-ons for features that support mobility and Bring Your Own Device (BYOD) mobile strategies, as well as customisation through the open API. The API provides users access to business applications such as Salesforce or SugarCRM. It also allows them to integrate with third-party business applications.

“All of these options can save time and improve productivity, allowing clients to work where and how they want to work,” said Conway. “Switchvox is well-positioned to give businesses a competitive advantage since our UC system gives them access to features they might have considered outside their reach. This system provides the best value for price-sensitive SMB customers.”

Download your complimentary copy of the Frost & Sullivan Global Growth report [here](#). To get more information about this award-winning solution, contact us at 256-428-6271 or [request a demo](#) with one of our UC specialists.

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About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, enables clients to accelerate growth and achieve best-in-class positions in growth, innovation and leadership. The company’s Growth Partnership Service provides the CEO and the CEO’s Growth Team with disciplined research and best-practice models to drive the generation, evaluation, and implementation of powerful growth strategies. Frost & Sullivan leverages more than 50 years of experience in partnering with Global 1000 companies, emerging businesses and the investment community from more than 40 offices on six continents. To join our Growth Partnership, please visit <http://www.awards.frost.com>.

About Digium

Digium®, Inc., provides Asterisk custom communications and Switchvox Unified Communications (UC) business phone systems that deliver enterprise-class features at a price businesses can afford. We are the creator, primary developer and sponsor of the Asterisk project, the world's most widely used open-source communications software that turns an ordinary computer into a feature-rich voice communications server. With a community of more than 80,000 members worldwide, Asterisk has been used to create VoIP communication solutions in more than 170 countries. Since 1999, Digium has become the open source alternative to proprietary communication providers, giving people an innovative solution for business communications that increase productivity. Digium's wide range of business communications products is sold through a worldwide network of reseller partners. More information is available at: www.digium.com or www.asterisk.org.

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