

# RingCentral vs. Vonage

Time and time again, independent third-party analysts recognize RingCentral for its product leadership:

RingCentral was named a Leader in the 2024 Gartner® Magic Quadrant™ for UCaaS, Worldwide\* for the tenth consecutive year.

[Get the report](#)



RingEX with RingSense AI was awarded with the 2024 Best of Enterprise Connect Overall Best Award.

[Read about the award](#)



RingCX was identified as a Leader in the Aragon Research Globe for the Intelligent Contact Center, SMB, 2024.

[Learn more](#)



RingEX and RingCentral Contact Center both earned 2024 Top Rated Awards from TrustRadius.

[See more](#)



Additionally, RingCentral has built mature, comprehensive cloud-based enterprise communications systems for 25 years, building a network of global infrastructure. That's why RingCentral has delivered—not just promised via SLA, but actually delivered upon—its 99.999% uptime guarantee for more than six years.



This track record of consistency is why organizations like AWS, Avaya, Atos, Mitel, AT&T, Vodafone, BT, TELUS, Verizon, Deutsche Telekom, Charter Communications, Frontier, Spectrum Enterprise and more have all partnered with RingCentral.

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## Compared to Vonage specifically:

### UCaaS capabilities

RingCentral was named a Leader in the [2024 Gartner® Magic Quadrant™ for UCaaS, Worldwide\\*](#) for the tenth consecutive year. Vonage is listed as a Niche Player.

In the [2024 Gartner Critical Capabilities for UCaaS report\\*\\*](#), RingCentral was named #1 for Telephony-Centric/Heavy Organizations and #1 for Midsize Enterprises.

RingCentral audio conferences [support up to 1,000 users](#). Vonage [only supports 200](#).

RingCentral supports [group, bulk, and high volume SMS](#). [Vonage does not](#).

RingCentral offers [Push-to-Talk](#) capabilities that turn your phone into a walkie talkie. Vonage does not.

RingCentral supports [comprehensive messaging features](#) like task management, file sharing from a third-party provider, bookmark, and pin messages. [Vonage does not](#).

RingCentral natively supports [closed captions](#) for video meetings, while Vonage [relies on a third party](#).

### Security

RingCentral offers [Dynamic End-to-End Encryption](#) for meetings, allowing customers to turn E2EE on and off as needed, as well as [E2EE for phone](#) (in closed beta). Vonage [does not support](#) either.

### Contact Center

RingCentral Contact Center, powered by NICE, is positioned as a Leader in the [2023 Gartner Magic Quadrant for CCaaS](#). Vonage is positioned lower as a Niche Player.

In the [2024 Gartner Critical Capabilities for UCaaS report\\*\\*](#), RingCentral was named #1 for UC with Integrated Contact Center.

### Artificial Intelligence

RingCentral supports [native AI capabilities](#) for messaging such as AI Writer and Translator for Messaging (closed beta). [Vonage does not](#).

Through the RingSense AI platform, [RingCentral supports](#) real-time, shareable, integrated notes, post-call highlights, sentiment analysis, and revenue intelligence capabilities. Vonage [does not have](#) native AI for UCaaS.

### Integrations

RingCentral is based on an open platform with [300+ pre-built integrations](#). Vonage's [App Center](#) lists less than 30.

\*\*Gartner, Critical Capabilities for Unified Communications as a Service, By Rafael Benitez, Megan Fernandez, Christopher Trueman, Pankil Sheth, 14 October 2024.

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