



Vonage Earns 2019 CRN® Tech Innovator Award

December 3, 2019

Honored in the Collaboration Applications & UC Category for its Smart Numbers service

HOLMDEL, N.J., Dec. 3, 2019 /PRNewswire/ -- [Vonage](#) (NYSE: VG), a global business cloud communications leader, announced today that [CRN®](#), a brand of [The Channel Company](#), has recognized Vonage with its 2019 CRN Tech Innovator Award. Vonage was recognized for its [Smart Numbers](#) service, taking top honors in the Collaboration Applications and UC category.

CRN is the top technology news and information source for solution providers, IT channel partners, and value-added resellers (VARs). CRN's Tech Innovator Awards honor innovative hardware, software and services. CRN editors evaluated hundreds of products, across 34 technology categories using multiple criteria, including technological advancements, uniqueness of features, and potential to help solution providers solve common IT challenges.

"We are thrilled to receive CRN's Tech Innovation award for our Smart Numbers service, reinforcing our ongoing efforts to innovate and fuel exceptional customer experiences," said Bryan Stokes, VP Product Management for Vonage. "With Smart Numbers, businesses can enable any phone number to be intelligently programmed, transforming it into much more than a number, empowering businesses to create customer and employee experiences unlike any other."

Smart Numbers combines the power of unified communications and communications APIs to integrate information across multiple platforms by:

- Creating custom routing and flexible workflows by business unit
- Using natural language allowing AI and bots to handle simple questions, which frees up agents to address more pressing customer inquiries
- Transcribing and translating calls in real time
- Collecting important information about a call and inserting that information into a business application or productivity tool
- Launching automated calendaring to reschedule a call if the recipient is already on the phone

"We are delighted to be recognized as an innovator by CRN," said Mario DeRiggi, Senior Vice President National Channel Sales & Operations for Vonage. "With Vonage's Smart Numbers, we provide a leading-edge solution for channel partners to add to their offering to customers. With the [Vonage Partner Network](#), our channel partners benefit from sales-enablement support; ongoing training and consultation service; a depth of knowledge necessary to strategically address customers' business objectives and cutting-edge products and services like Smart Numbers to help their customers create amazing communications experiences."

"CRN's Tech Innovator Awards honor technology vendors who work tirelessly to craft ground-breaking solutions for end users, matching the speed of the channel's evolution," said Bob Skelley, CEO of The Channel Company. "The winners in this year's award categories deserve congratulations for their success in driving IT innovation forward for solution providers and their customers."

About Vonage

Vonage is redefining business communications once again. We're making communications more flexible, intelligent, and personal, to help enterprises the world over, stay ahead. We provide unified communications, contact centers and programmable communications APIs, built on the world's most flexible cloud communications platform. True to our roots as a technology disruptor, our flexible approach helps us to better serve the growing collaboration, communications, and customer experience needs of companies, across all communications channels.

Vonage Holdings Corp. is headquartered in New Jersey, with offices throughout the United States, Europe, Israel, Australia and Asia. To follow Vonage on Twitter, please visit www.twitter.com/vonage. To become a fan on Facebook, go to www.facebook.com/vonage. To subscribe on YouTube, visit www.youtube.com/vonage.

About The Channel Company

The Channel Company enables breakthrough IT channel performance with our dominant media, engaging events, expert consulting and education and innovative marketing services and platforms. As the channel catalyst, we connect and empower technology suppliers, solution providers and end users. Backed by more than 30 years of unequalled channel experience, we draw from our deep knowledge to envision innovative new solutions for ever-evolving challenges in the technology marketplace. www.thechannelcompany.com

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