



OVERVIEW

As a pioneer in software-defined networking, Masergy delivers innovative SD-WAN, UCaaS, CCaaS, and managed security solutions coupled with the industry's best customer experience.



KEY FEATURE AND DIFFERENTIATORS

We have the best customer service of any managed network provider and carrier in the industry.



LOCATIONS

Plano, Texas

Los Angeles, San Francisco, Chicago, New York City

London, Manila



SERVICE OFFERINGS

CLOUD

Masergy provides software-defined cloud interconnects (SDCI) for AWS, Azure, and over 200 SaaS and IaaS providers. We also deliver industry-unique cloud SLAs guarantee application performance for our customers.

UCAAS

Masergy arms your customers with a rich set of communications applications that enable them to work efficiently and collaboratively. From anywhere and any device, whether it's a phone call, video or voice conference or chat, your customers will have access to the leading cloud communications platform. Masergy is a Cisco Premier Partner, building Masergy Global UCaaS on Cisco's cloud platform – the leader in the Gartner Magic Quadrant for UCaaS, and directly embedded UCaaS into Masergy's high-performance software-defined network – the only visionary in Gartner's Magic Quadrant for Managed Network Services, Global. Your customers get the cloud applications and the quality of service they demand all while ensuring a secure, flexible platform with the analytics and control they need. Masergy UCaaS is available in 120+ countries via public and private connections.



IDEAL CUSTOMER PROFILE

Geographically-dispersed enterprises with revenues between \$250M - \$1B USD. Masergy sells across multiple industries but does exceedingly well in the financial, legal, global manufacturing, and high tech industries.



QUALIFYING QUESTIONS

SD-WAN:

- Are you aggressively migrating applications and services to the cloud?
- Is your business growing either organically or through mergers and acquisitions?
- Do you need to reduce IT costs and management complexities?
- Do you need to increase network availability and application performance?
- Is your WAN edge equipment outdated?

Security:

- How is your security team staffed?
- Have you determined if you will build managed detection and response capabilities in-house or will you be looking to contract managed security services?
- Have you calculated the economic advantages of outsourcing Detection and Response capabilities?
- What IT infrastructure do you have that needs Detection and Response coverage?
- Do you have in-house security staff that monitors your critical IT resources 24/7/365?

Masergy has extended our offering to include Cisco Webex and direct connections to Microsoft Teams, the two leading collaboration providers in the market. Masergy is the network partner to both deliver PSTN services for a more secure connection with a simpler experience. Masergy Cloud Collab is a Cisco hosted offering with direct connections to the Masergy network.

SDWAN

Masergy's Managed SD-WAN is unique because it's built on Masergy's network that delivers industry-leading performance and provides a single portal for real-time analytics and control with end-to-end visibility of application performance. Security is built in with Fortinet edge devices along with security monitoring and management, and you can mix and match any transport method or connectivity type.

SECAAS

Comprehensive managed security solutions with detection and response for cloud, on-premise, and hybrid network environments continuously monitored 24/7 by certified security experts. Masergy has global SOCs in three continents staffed for 24/7 continuous monitoring. We leverage 19+ years of attack and threat data and employ 100+ full time certified security experts dedicated to security incident response for enterprise customers.

CCAAS

Masergy CCaaS is a scalable, global multi-tenant cloud offering CCaaS and UCaaS delivered from an integrated platform. Our CCaaS solution is built on Cisco's Webex Contact Center software (Premier Cisco Partner) – a Visionary in the Gartner Magic Quadrant for CCaaS, and is embedded into Masergy's high-performance software-defined network – the only visionary in Gartner's Magic Quadrant for Managed Network Services, Global. Masergy CCaaS supports omni-channel (voice, email, web chat, SMS, social) experiences with 360-degree view of customers. Using AI, we deliver smart routing and matching with predictive analytics and modeling.

UCaaS

- Are your sunk costs in outdated telecom equipment keeping you from migrating to a UC solution with advanced features?
- Does your current business communications system easily integrate with your CRM application?
- Does your business require redundancy and/or business continuity?
- Are you frustrated with managing multiple vendors for your corporate WAN and voice services?
- Are you looking to reduce capital expenditures?



INDUSTRY RANKINGS

Visionary in Gartner Magic Quadrant for Network

Contender in Gartner Magic Quadrant for UCaaS

99% customer renewal rate

70+ NPS for last 4 years