

Decision Matrix: selecting a speech applications vendor in North America

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Abstracts

As value in enterprise speech solutions accrues at the application level, this decision matrix focuses solely on providers of enterprise speech applications. It explores the competitive dynamics with the industry and helps enterprises searching for speech applications, and vendors looking for partners, select a provider based on technological strength, customer reputation, and impact in the market. Ovum provides a view of vendor capabilities and advises on those that should be explored, considered, and shortlisted.

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THE CHALLENGERS: ANGEL.COM, AVAYA, AND TUVOX

THE PROSPECT: METAPHOR SOLUTIONS

MARKET LEADERS

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RECOMMENDATION: CONSIDER

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