



## 8x8 Recognized in 2025 Gartner® Magic Quadrant™ for UCaaS for Fourteenth Year in Row

September 26, 2025

CAMPBELL, Calif.--(BUSINESS WIRE)--Sep. 26, 2025-- [8x8, Inc.](#) (NASDAQ: EGHT), the industry's most integrated customer experience (CX) platform provider, has been recognized for the fourteenth consecutive year in the [Gartner Magic Quadrant™ for Unified Communications as a Service](#).

"We believe our recognition in the 2025 Gartner Magic Quadrant for UCaaS is a validation of our mission to deliver simple, reliable, and scalable communications that help customers run their business better," said Samuel Wilson, Chief Executive Officer at 8x8, Inc. "As we continue to innovate across our unified platform—from AI-driven insights to native contact center capabilities—we remain focused on outcomes that matter most to our customers: faster time-to-value, predictable TCO, and the ability to scale without complexity."

The [8x8 Platform for CX](#) brings together contact center, unified communications, and CPaaS solutions into one secure, AI-powered platform. A core component is [8x8 Work](#), the UCaaS offering that combines enterprise-grade voice, video meetings, and team chat in a single experience. Delivered alongside capabilities like virtual agents, business SMS, secure payments, conversational intelligence, and analytics, the platform helps organizations streamline operations and elevate engagement.

The 8x8 platform is a resilient, secure, and compliant platform, offering the highest levels of reliability with a financially backed, platform-wide 99.999% uptime SLA across an integrated cloud UCaaS and CCaaS solution.

The 8x8 platform also seamlessly extends to Microsoft Teams through a portfolio of native integration options that includes the Microsoft-certified [8x8 Contact Center for Microsoft Teams](#), [8x8 Voice for Microsoft Teams](#) leveraging global Direct Routing as a Service, [8x8 Operator Connect for Microsoft Teams](#), and a solution for cost-effective external calling without requiring Teams Phone licenses.

[1] [Gartner Magic Quadrant for Unified Communications as a Service](#), Pankil Sheth, Megan Fernandez, Rafael Benitez, Nitin Narang, 22 September 2025. This Magic Quadrant report name has changed from 2015 onwards- 2015-2023: Magic Quadrant for Unified Communications as a Service, Worldwide, 2014: Magic Quadrant for Unified Communications as a Service, North America With Additional Regional Presence, 2012-2013: Magic Quadrant for Unified Communications as a Service, North America.

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### About 8x8 Inc.

8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on the industry's most integrated platform for Customer Experience—combining Contact Center, Unified Communication, and CPaaS solutions. The 8x8® Platform for CX integrates AI at every level to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. We help customer experience and IT leaders become the heartbeat of their organizations, empowering them to unlock the potential of every interaction. For additional information, visit [www.8x8.com](http://www.8x8.com), or follow 8x8 on [LinkedIn](#), [X](#), and [Facebook](#).

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