



ChannelVision *Magazine* announces its 2023 Visionary Spotlight Award recipients. This year's honorees recognize innovative solutions, emerging technologies and the reliance of the secondary distribution channel through the channel.

"All of us at *ChannelVision Magazine* congratulate this year's honorees," said Berge Kaprelian, founder of Beka Business Media, publisher of the magazine. "Our judges were struck this year by the number of entries for Channel Partner of the Year. One judge pointed out that the number of entries underscores the industry's understanding of just how important the channel is to its continued success."

Kaprelian added the judges also expressed appreciation and enthusiasm for the pioneering solutions created and highlighted in the Top Innovation, Best Emerging Technologies and Cybersecurity categories.

Here are your 2023 VSA winners.

OVERALL EXCELLENCE

Channel Deployments of the Year

Wildix Inc.



Deployed in April 2022, x-hoppers from Wildix is a complete retail headset system that combines wireless push-to-talk headsets with a cloud-based communications system. x-hoppers connects all store employees on one voice channel to ensure the team can tackle problems as they arise, creating more positive in-store experiences and helping increase customer conversions. While e-commerce demand has grown, most customers gravitate toward in-store shopping, because it offers instant access to products and a more personal shopping experience. Providing a convenient and helpful in-store experience is key to building lasting customer loyalty, but many stores face issues holding them back. One is the difficulty in answering product questions and providing the right information to the customer in a timely fashion. x-hoppers is designed to combat these retail communication issues. x- offers headsets that sync to a smart communication platform in the cloud. On this channel, every clerk is connected to one another while also available to receive in-store call point alerts and external calls from customers. x-hoppers is built on DECT (Digital Enhanced Cordless Telecommunications) technology, creating secure and reliable communications on a local channel exclusive to a store. With x-hoppers, internal collaboration and external communication are unified into one device — all run by a system that integrates no-contact call points anywhere in a store.

Best Emerging Technology Breakthroughs

Broadvoice



In January 2023, Broadvoice launched a cloud-native contact center designed for users, not IT. It's easy to use, easy to manage and easy to afford. GoContact was built to meet demands for features and flexibility of business process outsourcers with the simplicity and affordability that make it ideal for small and midmarket customers. GoContact is powerful enough to deliver personalized and optimized experiences customers expect. The platform leverages advances in computing – the cloud, containers, microservices and more.

CallTower



CallTower provides, integrates and supports solutions, including Cisco Webex Calling/UCM, Cisco CCBP, Operator Connect for Microsoft Teams, Teams Direct Routing, GCC High Teams Direct Routing, Office 365, Zoom (BYOC), CT Cloud UCaaS and four contact center options, including Five9 for business customers. CallTower's solutions empower customers with key business integrations like CRM, one-click failover, emergency notifications, fax, UC Analytics, compliance recording, SMS/MMS Text, and more.

CommandLink



CommandLink developed an ITSM platform to manage SD-WAN, UCaaS, CaaS, firewalls, MPLS, network, switches, IP phones, installs, trouble tickets, bills and network performance worldwide. The platform centralizes the management and visibility of every aspect across the entire technology stack. By doing so, CommandLink can create custom workflows and custom support models for every aspect of business

First Orion



In late 2022, First Orion announced INFORM Paired, an advanced brand spoof mitigation solution. INFORM Paired eliminates the ability for scammers to use a company's display name when spoofing – outsmarting bad actors and restoring their customers' trust in the phone call. First Orion's solution provides pre-call authentication for high-call volume and high-risk enterprises, UCaaS, CPaaS, and call and contact centers

Fusion Connect



Hybrid and remote teams succeed when seamlessly sharing, collaborating and communicating. UCaaS from Fusion Connect gives clients and their team's flexibility and options ensuring employees can communicate with coworkers, customers, and partners. Fusion Connect designs a UCaaS program based on where businesses are and how they want to grow. Whether the business has a Microsoft infrastructure, a headquarters using Webex, or remote workers who need simple business VoIP, Fusion Connect build on the existing investment with reliable and secure team communications.