

zoom

G-Cloud 15

Provided by Exchange
Communications



Mission and vision:

One platform delivering limitless human connection

Zoom is an all-in-one collaboration platform that makes connecting easier, more immersive, and more dynamic for people and businesses. Our team chat, phone, meetings, omnichannel contact centre, whiteboard, workspace, and AI solutions help hybrid teams collaborate and get more done.



Company

- Founded in 2011 by Eric S. Yuan
- Headquartered in San Jose, CA
- 7,000+ employees globally



Customers

- As of Q3 FY26, 4,363 customers contributing more than \$100K in trailing 12 months revenue
- 85% of Forbes Cloud 100 choose Zoom
- 77% of Fortune 100 companies choose Zoom

Recognition

- Leader in the 2025 Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide
- Recognized in the 2025 Gartner® Magic Quadrant™ for Contact Center as a Service
- Fortune's 2025 Most Admired Companies
- Fast Company's Most Innovative Companies
- Leader in The Forrester Wave™: Unified Communications as a Service Platforms



Drive impact with AI Companion, reimagine teamwork, enhance customer relationships, and enable seamless experiences with a single platform.



Reimagine teamwork with **Zoom Workplace**

Transform the way you work with an AI-first approach to streamline communications, improve productivity, increase employee engagement, and optimize flexible work, all with Zoom Workplace and Zoom AI Companion.

Communication

Streamline communications with AI-powered tools that work together effortlessly



Meetings

Bring teams together with video conferencing



Team Chat

Boost team collaboration with instant messaging, file sharing, and more



Phone

Modernise your business phone



Mail & Calendar

Stay on top of your daily emails and calendar events



Scheduler

Remove the hassle of traditional appointment scheduling

Productivity

Improve productivity with products that are built for modern work



Whiteboard

Jumpstart creativity and brainstorming with virtual whiteboards



Clips

Keep teams informed and cut meeting time with video messages and screen recordings



Notes

Stay on top of important information and keep teams aligned by co-editing on notes



Tasks

Stay on top of action items surfaced from across Zoom



Docs

Collaborate better with a customisable workspace for teams and personal use.

Spaces

Optimise office experiences and hybrid work collaboration with flexible workspace solutions



Rooms

Make in-person and hybrid meetings more effective and inclusive



Workspace Reservation

Maximise office space with flexible workspace reservation that brings teams together



Visitor Management

Securely invite and register guests



Digital Signage

Keep employees informed with interactive content

Employee Engagement

Connect your entire workforce with enhanced employee experiences



Workvivo

Increase employee engagement with a community-led internal comms platform

Apps & Integrations

Enable seamless experiences with your preferred business apps



App Marketplace

Explore thousands of apps that work with or within Zoom

Find out more [here](#)

Engage your customer at every stage

Zoom Business Services

Leaving a lasting impression on your customer doesn't start post-sale; it starts from their first interaction with your brand. The Zoom Business Services suite helps you build lasting and loyal relationships at every stage of the customer journey.

Customer Care

Engage customers with an AI-powered contact centre



Contact Center

Engage customers with Zoom Contact Center



Virtual Agent

Deliver intelligent support with conversational AI



Workforce Engagement Management

Optimise contact centre agent performance and engagement

Marketing

Create unforgettable experiences with Zoom Events



Events

Host large-scale hybrid and virtual events



Sessions

Elevate your webinar with a more customisable solution



Webinars

Stay on top of important information and keep teams aligned by co-editing on notes

Sales

Improve sales with AI-powered conversation analytics



Revenue Accelerator

Improve sales with AI-powered conversation analytics

Find out more [here](#)

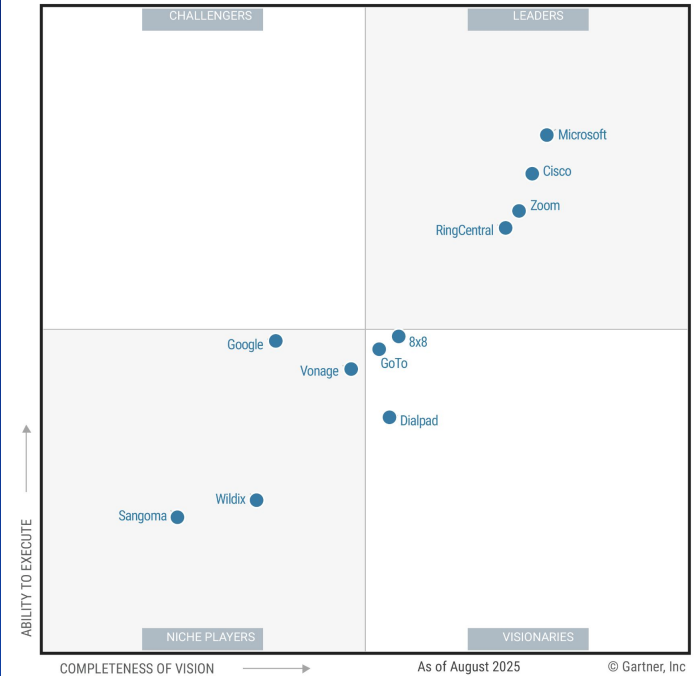
A Leader in the 2025 Gartner® Magic Quadrant™, Worldwide

Our take on why we are a leader 6 years in a row:

- Reflects ongoing dedication to the innovation of our UCaaS offerings
- High-quality, dependable solutions that are simple for everyone to use
- AI-first experiences help teams work smarter and achieve better results

[Download the report](#)

Figure 1: Magic Quadrant for Unified Communications as a Service



Gartner

Gartner, Magic Quadrant for Unified Communications as a Service, Pankil Sheth, Megan Fernandez, Rafael Benitez, Nitin Narang 22 September 2025.

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Zoom named in the 2025 Gartner® Magic Quadrant™ for CCaaS for the first time

- Rapid CCaaS market entry shows agility and innovation.
- Unified platform with one admin portal and consistent telephony. Recognized in both UCaaS and CCaaS Magic Quadrants™.
- AI-native experiences for customer self-service and agent support.

[Download the report](#)



Gartner, Magic Quadrant for Contact Center as a Service, Drew Kraus, Jason Bridge, Megan Marek Fernandez, Pri Rathnayake, Pankil Sheth, September 10th, 2025.

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A Leader in The Forrester Wave™: UCaaS 2025

Zoom Workplace named a Leader in The Forrester Wave™: Unified-Communications-As-A-Service Platforms, Q3 2025.

→ Zoom earned the highest possible scores in platform experience, innovation, security and data protection, platform reliability and stability, and 12 more criteria.

[Access the Forrester UCaaS Wave here](#)



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zoom for Healthcare

Reimagine Care, Collaboration and Innovation

Trusted for your critical communications

Zoom is DTAC and DCB0129 ready, with a DSP Toolkit in place. We are also certified as ISO/IEC 27001:2013 and UK Cyber Essentials Plus compliant.

An intuitive experience for all

Intuitive EPR system integrations with accessibility and ease of use on any device, even in low-bandwidth situations.

Proven reliability & scalability

Our proven infrastructure supports billions of meeting minutes a month and our architecture is built to handle growing levels of activity.

Find out more [here](#)





zoom for Education

Reimagine Learning and Education

Trusted communications

Our secure platform helps administrators and staff provide educational services and safeguard sensitive student data.

State-of-the-art scalability

Zoom's modern architecture enables educational institutions of any size and complexity to scale without compromising quality or reliability.

A range of possibilities

From advanced polling in the classroom to telehealth options at school, Zoom empowers student and employee success across the education experience.

Find out more [here](#)



Supporting UK Government Organisations

A market leading cloud platform

Seamless and reliable solutions to support your communications strategy and in turn the residents, communities, and businesses that you serve.

An all-encompassing, future-proof solution

With Zoom you can drive operational efficiencies and remove technology silos, whilst benefiting from a platform that stays on the cutting edge of communication and collaboration.

A frictionless experience

Our unparalleled usability, device compatibility, and innovative AI features will ensure an excellent experience for your employees and your residents, regardless of device or location.





Supporting UK Non-Profits

Improve financial sustainability

Zoom boosts fundraising through virtual events, automates donor engagement with AI, and reduces legacy tech costs by consolidating communications into one secure, efficient platform.

Volunteer and staff recruitment and retention

Zoom improves onboarding, connection and recognition, while Workvivo builds community and belonging - helping attract volunteers, retain staff and make participation easier for busy or remote contributors.

A frictionless experience

Zoom supports secure digital transformation with UK-hosted services, strong data protection, simple integrations and built-in governance tools that help charities modernise operations while meeting regulatory requirements.



Supporting UK Housing Associations

Improve tenant satisfaction

Deliver faster, clearer support with one platform for calls, video, contact centre and AI, reducing frustration and resolving repairs and enquiries far more quickly.

Reduce funding and financial pressures

Cut legacy telephony and contact centre costs, automate high-volume enquiries with AI, and streamline workflows through HMS integrations to free up budget.

Optimise your workforce

Boost productivity with AI summaries, simplified collaboration, and mobile tools that keep frontline and office teams aligned and responsive from anywhere.



The Zoom logo is centered on the page. It consists of the word "zoom" in a white, lowercase, sans-serif font. The logo is positioned within a light blue circular area that is part of a larger design featuring a solid blue background and a light blue circle.