

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company AVOXI
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Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title AVOXI: 2025 Stevie Awards for Technology Excellence New Product of the Year - Communication Technology
Category I05. New Product of the Year - Communication Technology
New Product Submission Format Written Answers
a. Briefly describe the organization that developed the nominated new product: its history and past performance (up to 200 words). Required <p>AVOXI is a global cloud software company that delivers scalable voice solutions to enterprises with complex international communication needs. Founded as a provider of virtual phone numbers, AVOXI has evolved into a full-service voice platform trusted by more than 5,000 customers across 150+ countries.</p> <p>The company serves industries where connectivity is critical—such as financial services, technology, healthcare, hospitality, and logistics. AVOXI's platform combines deep number coverage with intelligent routing, call analytics, and out-of-the-box integrations with leading platforms like Microsoft Teams, Genesys, Zoom, and Amazon Connect. Over the past decade, AVOXI has been recognized for transforming global voice into a strategic business asset. By replacing fragmented, legacy regional telecom services with a unified software layer, AVOXI helps enterprises manage, optimize, and scale voice with greater transparency and control.</p> <p>In 2024, AVOXI introduced its most ambitious innovation to date: the AVOXI Cloud Service. Designed to meet the growing need for flexible, intelligent, and globally consistent voice infrastructure, the platform represents a leap forward in how enterprise teams configure, monitor, and evolve their voice strategy.</p>

b. Specify the date on which this nominated product was introduced to the marketplace. Outline the nominated product's features, functions, benefits and novelty (up to 250 words). Required

Launch Date: March 19, 2024

The AVOXI Cloud Service is a next-generation global voice offering designed to give enterprises full control, visibility, and performance across their international voice infrastructure. Released in March 2024, the platform reimagines cloud voice as a software-managed service, removing traditional barriers to scalability, interoperability, and reliability.

AVOXI Cloud Service combines number management, intelligent call routing, analytics, integrations, and AI-driven support into a single, streamlined experience. Key features include:
Global Voice Coverage in 150+ countries with advanced provisioning tools. This includes TrueLocal, which provides guaranteed local caller ID in over 100 markets to improve answer rates and customer trust

Flow Builder: a no-code interface for configuring complex, multi-layer call routing logic across the enterprise

Real-Time Analytics Dashboards: Number Reports and Geographic Reports for proactive insight and optimization

40+ Out-of-the-Box Integrations with CCaaS and UCaaS platforms including Zoom, Genesys, Microsoft Teams, and Amazon Connect

Patented AI-Powered Monitoring that detects anomalies at the number level and auto-initiates diagnostic testing and support cases

What makes AVOXI Cloud Service unique is its software-first approach to enterprise voice. Unlike legacy telco solutions or infrastructure-light aggregators, AVOXI brings together global reach, real-time intelligence, and flexible configuration in one unified platform. Enterprises gain the control, visibility, and automation they need to manage voice with the same agility they expect from other core business applications.

c. Explain why the nominated product is unique or significant. If possible compare the product to competitors' offerings and/or to the organization's other or past products (up to 250 words). Required

AVOXI Cloud Service stands apart in a market where most voice providers fall into one of two categories: traditional telcos with limited flexibility or lightweight cloud resellers lacking the infrastructure and intelligence enterprise teams require. AVOXI delivers a third option: global voice built as a configurable, software-driven product that gives customers complete control.

Unlike legacy telco solutions, AVOXI Cloud Service eliminates reliance on siloed carriers and outdated provisioning workflows. It offers enterprises centralized number management, real-time analytics, dynamic routing, and full visibility across regions. Compared to CPaaS competitors like Twilio or Bandwidth, AVOXI provides deeper number-level insights, integrated AI monitoring, and truly global voice coverage, including two-way voice with guaranteed local caller ID in more than 100 countries.

What makes the product truly significant is its impact. In the past, companies had to piece together a patchwork of providers to achieve global coverage. Now, they can deploy, manage, and scale voice globally while improving reliability, reducing manual work, and gaining insight into performance across every market.

This launch also represents a step-change from AVOXI's own prior offerings. The company moved from a voice-first services model to a modern SaaS platform, deeper CCaaS and UCaaS integrations, and proactive service through AI. In doing so, AVOXI has turned voice from a reactive utility into a strategic advantage.

AVOXI Cloud Service doesn't just support conversations. It gives enterprises the tools to optimize, protect, and scale them.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Attached are several supporting materials that provide additional context and evidence of AVOXI's innovation and impact since 2023:

Customer Case Study – Flutterwave: Demonstrates how AVOXI's international voice solution enabled improved engagement and trust in key African markets through features like TrueLocal, CRM integration, and porting automation.

Platform Screenshots: Include visuals of AVOXI's Flow Builder, analytics dashboards, and number management interface, highlighting the usability and sophistication of the Cloud Service platform.

Executive Thought Leadership: Articles and interviews with AVOXI's leadership on the future of global voice and the shift to cloud-based platforms.

Industry Recognition: AVOXI's Cloud Voice Platform was named a 'Best of Show finalist at Enterprise Connect 2025, one of the industry's premier events for enterprise communications and collaboration.

Partnerships: As one of the world's largest companies, Amazon Web Services has selected AVOXI as a primary partner for voice, a testament to our reliability, scalability, and global reach.

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Supporting Document 2

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