

Here Are Telco UCaaS Options Post-Metaswitch Sale

The Metaswitch sale to Alianza has closed, making it a good time to assess options. Eastern Management Group looks at two, Clearspan and RingCentral.



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March 7, 2025

5 Min Read



Microsoft sold Metaswitch to Alianza in a deal that closed on March 4, 2025. While the acquisition adds an important new player to the Metaswitch customer mix, there are no guarantees the acquisition satisfies the interests of all the affected telcos—Metaswitch customers. Fortunately, telcos are not bound to any single course of action; alternatives exist, and now is the time to assess options. As the 1960 song by Smokey Robinson and The Miracles advises: "Shop around."

In due time, The Eastern Management Group will thoroughly analyze the Alianza-telco fit. For the time being, at a bare minimum, there is no information to guarantee what will happen to the old Metaswitch platform in Alianza's hands or how it will coexist with Alianza's UCaaS platform. Should telcos wait for the outcome? Maybe not. There are alternative platform replacement options today. Furthermore, Eastern Management Group research shows that one in seven Metaswitch telco customers already plan to switch vendors.

In this piece, we examine two qualified UC vendors that telcos may consider as immediate Metaswitch replacements: Clearspan and RingCentral.

The Eastern Management Group has examined RingCentral and Clearspan for over a quarter century. We understand both companies well. Clearspan, formerly Intecom, has long been regarded as a gold standard for telco-unified communications platforms and has a deep history of supporting large enterprises, with installations of 50,000, 30,000, 20,000, and 10,000 seats. In contrast, RingCentral is widely recognized as a leading UCaaS provider, particularly for small and mid-sized businesses.

Clearspan's Value Proposition for Telcos

Clearspan's offering is tailored to meet the unique operational needs of service providers. Key differentiators include:

Deployment & Network Control:

Telcos can deploy the solution within their own networks and use their own trunks. This on-premises or hybrid approach allows telcos to leverage existing infrastructure and maintain granular control over network performance.

Service Provider Readiness:

Designed with telcos in mind, Clearspan integrates seamlessly with legacy systems. This ensures that the platform is technically aligned with telco environments and fully prepared to meet service provider operational needs.

Pricing & Revenue Autonomy:

Clearspan empowers telcos to control their own pricing and revenue models. This flexibility enables telcos to optimize margins and offer competitive, differentiated service packages.

Customer Ownership:

A critical advantage is that Clearspan's solution is hosted on the telco's own network. This means telcos maintain direct control over the customer relationship—from service delivery to post-sale support—without an intermediary managing the customer experience.

Customization & White-Labeling:

The platform supports full white-labeling, allowing telcos to rebrand the service and align it with their market identity, further strengthening customer loyalty.

Security, Compliance & Analytics:

With deep network control, Clearspan can tailor security frameworks and compliance measures to meet strict regulatory requirements. Advanced analytics tools provide actionable insights for optimizing performance and service quality.

RingCentral's Value Proposition for Telcos

RingCentral differentiates itself with a robust, cloud-based UCaaS platform characterized by:

Cloud-Native Scalability & Global Reach:

Built from the ground up in the cloud, RingCentral enables rapid, global deployment. Its scalable architecture allows telcos to expand quickly into new markets without significant capital expenditure.

Rapid Deployment & Continuous Innovation:

The turnkey, cloud-based solution facilitates quick implementation with regular, automated updates that ensure telcos always have access to the latest features and innovations.

Comprehensive Unified Communications Suite:

RingCentral delivers an integrated suite covering voice, video, messaging, collaboration, and contact center functions. This unified approach simplifies operations and appeals to businesses looking for an all-in-one communications solution.

Proven Reliability & Enterprise-Grade Security:

With high service availability and stringent security measures that meet international standards, RingCentral offers telcos a trusted and battle-tested communications platform.

Extensive Integration & Ecosystem:

Deep integrations with popular enterprise applications (e.g., Microsoft 365, Google Workspace, Salesforce) and a rich API framework add significant value by streamlining workflows and enhancing productivity.

Flexible Partnership Models:

While pricing and customer experience are managed within RingCentral's ecosystem, its flexible revenue-sharing models allow telcos to capture new market opportunities and expand service offerings.

Side-by-Side Comparison Table

Differentiator	RingCentral	Clearspan
Deployment & Infrastructure	Cloud-native solution deployed on RingCentral's managed network, offering global scalability and rapid rollout.	Can be deployed within the telco's own network, leveraging existing infrastructure and telco-owned trunks for enhanced control.
Integration & Ecosystem	Extensive integrations with popular enterprise applications and a robust API ecosystem to deliver a full UCaaS suite.	Engineered for telco environments with seamless integration into legacy systems, ensuring a service provider-ready offering.
Customization & Branding	Provides a well-recognized, turnkey solution; however, customization is generally limited as it carries the RingCentral brand.	Offers full white-label capabilities, allowing telcos to customize and rebrand the service entirely as their own, reinforcing their identity.
Pricing & Revenue Model	Flexible partner models are available, but pricing and revenue structures are managed within the RingCentral ecosystem.	Telcos set their own pricing and structure revenue models independently, maximizing margin control and market differentiation.
Service Provider Readiness	Primarily focused on the enterprise market, which may not align fully with the specific operational needs of telco service providers.	Specifically designed for service providers, offering the flexibility and control required by telcos to manage their networks effectively.
Customer Ownership	The solution runs on RingCentral's managed network, meaning RingCentral largely controls the customer relationship and overall service experience.	Telcos host the solution on their own network, allowing them to fully own and manage the customer relationship—from pricing to service delivery.
Innovation & Updates	Benefits from continuous, automated cloud updates that drive rapid innovation and feature enhancements.	Delivers robust, stable services with updates tailored to the telco environment, offering a more controlled innovation cycle.

Conclusion

Both Clearspan and RingCentral are well-established companies with good credentials. Based on the Eastern Management Group's many decades of unified communications research and industry experience, we favor Clearspan as a better Metaswitch replacement because: first, Clearspan's depth of experience with all UC platforms, telcos, and large enterprises, and second, Clearspan's willingness to put the greatest control in the telco's hands ensuring autonomy over pricing, branding, customer ownership, and network management.

This article is based on Eastern Management Group research, analysis, and the 2025 report: Metaswitch Replacement Study. For more information, contact: jmalone@easternmanagement.com or clients@easternmanagement.com.

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