



COMPETITIVE STRATEGY LEADERSHIP



Best Practices Criteria for World-Class Performance



- Strategy Effectiveness
- Strategy Execution
- Competitive Differentiation
- Executive Team Alignment
- Stakeholder Integration



- Price/Performance Value
- Customer Purchase Experience
- Customer Ownership Experience
- Customer Service Experience
- Brand Equity

The company demonstrates a strong overall performance

“The Latin American Competitive Strategy Leadership Award in the contact center service industry is awarded to Five9.

Five9 continues to deliver rewarding and valuable client experiences via its commitment to innovation excellence, which ensures its portfolio remains up-to-date with best-in-class technology that complements and addresses customer needs. The company has established several access points in Latin America.

- Valentina Barcia,
Best Practices Research Analyst

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.

Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Competitive Strategy Leadership Award recognizes the company with a stand-out approach to achieving top-line growth and a superior customer experience.