

STAGE 3 · SOUTH SPINE

Deliverable 3 of 4 · Engagement CS-2026-014

Vendor Scorecard

A CCaaS vendor scorecard for Acme Manufacturing – 6 vendors evaluated across 14 scoring dimensions.

N STAGE 1 <i>North Star</i>	E STAGE 2 <i>East Wind</i>	S STAGE 3 <i>South Spine</i>	W STAGE 4 <i>West Frontier</i>
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ENGAGEMENT	CS-2026-014	DATE ISSUED	August 12, 2026
INDUSTRY	Medical Device Mfg (FDA, ISO 13485)	USE CASE	CCaaS migration · 360 seats · 78 sites
METHOD VERSION	v1.0 · Medical Device weights	RFP CYCLE	8 weeks · 6 RFP responses

THE SCORING RUBRIC — MEDICAL DEVICE WEIGHTS

The rubric below is calibrated for the Medical Device Manufacturing vertical. Weights sum to 100%. Each vendor is scored 0–10 on each dimension; the weighted score is raw × weight.

EXHIBIT 1 – WEIGHTED RUBRIC

21 CFR Part 11 carries the highest weight

DIMENSION	WEIGHT	WHAT IT MEASURES
21 CFR Part 11 compliance	25%	Audit-trail tamper-evidence, validation packages, deployments at peer manufacturers
MasterControl / QMS integration	20%	Production integrations, API depth, complaint-record automation
HIPAA / BAA / SOC 2 Type 2	15%	BAA willingness, SOC 2 recency, PHI handling design
Total cost of ownership (5-yr)	15%	Licensing + PS + integration + run-rate at year 3
Implementation risk (multi-site)	10%	Rollback feasibility, PS experience, references at 50+ sites
Vendor financial health	10%	Cash position, growth trajectory, M&A risk
AI / voice analytics roadmap	5%	Production-ready capabilities, not announcements

QUALIFIED VENDOR UNIVERSE

Eleven CCaaS vendors were evaluated for initial qualification. Five were eliminated at the qualification stage: three for inability or unwillingness to sign a 21 CFR Part 11 validation package, one for a SOC 2 lapse, one for inadequate MasterControl integration depth. **Six entered the scorecard phase.**

WEIGHTED SCORECARD

Six vendors, scored against the medical-device rubric.

EXHIBIT 2 – WEIGHTED SCORES BY DIMENSION

Recommended vendor highlighted

DIMENSION (WEIGHT)	NICE CXONE	GENESYS CLOUD	FIVE9	TALKDESK	RINGCENTRAL CC	WEBEX CC
21 CFR Part 11 (25%)	2.25	2.00	1.75	1.25	1.00	1.50
MasterControl integration (20%)	1.60	1.80	1.20	1.40	0.80	1.40
HIPAA / SOC 2 (15%)	1.35	1.35	1.20	1.20	1.05	1.20
5-yr TCO (15%)	0.90	0.75	1.20	1.05	0.90	1.05
Implementation risk (10%)	0.80	0.90	0.70	0.60	0.70	0.80
Vendor financial health (10%)	0.80	0.80	0.70	0.50	0.60	0.95
AI / voice roadmap (5%)	0.45	0.40	0.40	0.40	0.30	0.35
Weighted total (100%)	8.15	8.00	7.15	6.40	5.35	7.25

NICE CXone leads at **8.15 / 10**, narrowly ahead of Genesys Cloud at 8.00. The gap is decided on the two highest-weight dimensions – 21 CFR Part 11 and MasterControl integration – where regulatory proof at peer manufacturers separates the field.

TOP THREE — DETAIL

1 · NICE CXone – 8.15 / 10

RECOMMENDED

STRENGTHS. Best-in-class 21 CFR Part 11 implementation, with three peer medical-device-manufacturer deployments validated by FDA pre-inspection. Production-grade MasterControl integration with sub-3-minute complaint-record automation. Strongest AI / voice analytics roadmap of the six.

CONSTRAINTS. Highest TCO of the top three over five years (~12% above Genesys Cloud). PS-team capacity for a 78-site multi-region deployment requires booking 6+ months ahead.

2 · Genesys Cloud – 8.00 / 10

RUNNER-UP

STRENGTHS. Strongest MasterControl integration depth (four production deployments at peer manufacturers, two with 100+ sites). Lowest implementation risk of the six – peer reference checks confirm clean multi-site rollouts. Solid Part 11 story with one validation gap to close.

CONSTRAINTS. 21 CFR Part 11 implementation is one validation cycle behind NICE CXone – likely closed by go-live, but a residual risk.

3 · Cisco Webex Contact Center – 7.25 / 10

DEFENSIVE OPTION

STRENGTHS. Best vendor financial health (top mark on the rubric). Native integration paths to existing UCCE for hybrid retention of clinical-affairs sites if needed. Strongest enterprise procurement experience for the IT team.

CONSTRAINTS. Part 11 implementation lags both NICE and Genesys. Best fit only if Acme prefers a Cisco-aligned hybrid retention strategy for the most critical clinical-affairs sites.

DISQUALIFIED AT SCORING STAGE

Five9. Strong TCO and HIPAA, but MasterControl integration is partner-built rather than native, adding 6 weeks of integration risk and a dependency on a third-party integrator.

Talkdesk. 21 CFR Part 11 implementation is behind. Strong elsewhere, but the regulatory gap is structural.

RingCentral CC. Weak MasterControl integration depth (no production peer references) and lower vendor maturity at 360-seat multi-site scale.

RECOMMENDATION

PROCEED TO STAGE 4 WITH

NICE CXone as the recommended vendor. Genesys Cloud is retained as the qualified alternative should NICE PS-team capacity or contract terms become a blocker. Cisco Webex CC is retained as the defensive option for a hybrid retention strategy if FDA risk tolerance dictates.

METHODOLOGY

Scores were produced via The Cardinal Method's South Spine stage. Each dimension was scored against the rubric by two independent Cardinal Source reviewers; disputes were resolved by reference to vendor-supplied artifacts (Part 11 validation packages, BAA contracts, customer references). Peer references contacted: 9 (3 per top-3 vendor). Vendor financial health is based on the most recent public filings (Genesys, NICE, Cisco) and confidential disclosures (Talkdesk, Five9, RingCentral) provided as part of the RFP response.

