



## Diabolocom Receives Frost & Sullivan's 2026 Europe Technology Innovation Leadership Recognition for CX Platforms

*Positioned as a trailblazer for sovereign, secure, and sustainable AI innovation in customer experience.*

**Paris, January 12, 2026** – Diabolocom, the leading European provider of AI-first cloud contact center (CCaaS) and customer experience (CX) solutions, today announced that **Frost & Sullivan has awarded the company the 2026 Europe Technology Innovation Leadership Recognition in the CX Platform Industry**. This honor recognizes Diabolocom's pioneering role in redefining how enterprises deploy purpose-built, secure, and sustainable AI to transform customer experience at scale.

In its detailed evaluation, Frost & Sullivan highlights Diabolocom as a company “at the forefront of innovation and growth,” praising its complete ownership of the technological value chain - including AI models, software, cloud infrastructure, and telecom operations - and its ability to deliver production-ready AI with unmatched data security and sovereignty.

Diabolocom “is a trailblazer, consolidating a leadership position by innovating and creating new solutions that advance the overall market,” the report states, noting the company has custom-built technologies to transform contact centers, sales and service teams operations.

### A Trailblazer's Path in CX Innovation

Since 2005, Diabolocom has pioneered the major shifts in customer experience - from cloud-native telecom infrastructure, omnichannel interactions and solutions, to compliance-first architectures, to today's specific, sovereign and sustainable AI for enterprise-scale CX.

The Frost & Sullivan report emphasizes how rare Diabolocom's model is in the CX technology sector: “Unlike competitors dependent on third-party cloud providers, the company hosts and operates its own infrastructure giving it granular control over energy efficiency, data security, and sovereignty”.

**This full-stack ownership enables Diabolocom to deliver secure, fast, and highly specialized AI applications** - from agent assist to automated quality monitoring to voice analytics - while maintaining predictable pricing and avoiding the volatility of external AI and cloud platforms.

## **Leadership in Secure, Sovereign, Sustainable AI**

Frost & Sullivan identifies Diabolocom's independence, sustainability, and purpose-built solutions as defining differentiators.

The report notes that Diabolocom "engineers purpose-built AI models optimized for performance, efficiency, and cost, creating a virtuous circle where optimized systems reduce financial and environmental footprints". The models expertly resolve specific call center needs and are integrated in ways employees can make them sustainable to the business needs.

Additionally, Diabolocom's proprietary AI models are developed and hosted entirely within its cloud infrastructure, ensuring compliance with GDPR, the EU AI Act, and the sovereignty requirements of highly regulated industries across EMEA.

## **Reinforcing Momentum for Global Expansion**

This recognition arrives at a pivotal moment as Diabolocom accelerates international expansion, strengthens its AI research capabilities, and deepens its presence across Europe, North America, the Middle East, and Latin America.

"With this recognition, Frost & Sullivan affirms what our customers experience every day: that a secure, sovereign, and sustainable AI foundation is now essential to scaling customer experience," said Frédéric Durand, CEO and Founder of Diabolocom. "We are honored to be acknowledged as technology leaders and energized to continue pushing the industry forward through innovation that is practical, responsible, and built for real-world impact."

## **A Platform Designed for the Next Era of Customer Experience**

**Diabolocom's API-first, composable architecture lets enterprises integrate AI seamlessly into any contact center ecosystem** - including third-party CCaaS platforms. Frost & Sullivan emphasizes that this interoperability "allows enterprises to modernize at their own pace without disrupting existing operations".

As organizations across EMEA increasingly demand sovereignty, transparency, and measurable AI performance, Frost & Sullivan positions Diabolocom as a critical partner shaping the future of CX.

"You are a Company to Action, joining a community of best-practice leaders shaping the future," the firm notes in its report.

## About Diabolocom

Diabolocom is the leading European provider of AI-first cloud-based contact center (CCaaS) and customer experience (CX) solutions that help organizations deliver seamless, personalized customer experiences at scale. The platform combines proprietary AI technology, native telecom infrastructure, and deep CRM integrations to automate tasks, elevate data quality, and empower agents across all touchpoints.

Trusted by 400+ clients and deployed in 60+ countries, Diabolocom bridges the agility of SaaS innovation with carrier-grade voice performance. With offices worldwide and more than two decades of experience, the company advances customer loyalty and growth through sovereign, intelligent, and scalable communication technology.

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