



## OVERVIEW

RingCentral is the fastest-growing pure-cloud UCaaS provider in terms of annual revenue, total businesses market share (as reported by Synergy industry analyst) and employee size because it's the only 5X Gartner Magic Quadrant leader that delivers a complete cloud communication solution that includes cloud PBX, team messaging, video meetings, contact center, and social media digital engagement solutions to over 140 countries worldwide. RingCentral is designed for today's and tomorrow's flexible workforces offering a mobile-centric UI that works across laptops, smartphones, tablets, desktops and even smart watches. The RingCentral service works on any device, any OS (including Windows, iOS, Android, and Linux) and any browser. It offers bundled integrations and has an Open API. Out of box integrations include Microsoft & Google full office productivity applications, Salesforce, Dropbox, Box and other popular applications – all backed by exceptional customer service and an award-winning channel program. RingCentral services businesses from 10-25,000+ users. UCaaS cloud communications is winning the battle against on-premise legacy solutions. And RingCentral is the winner in UCaaS.



## KEY FEATURE AND DIFFERENTIATORS

Proprietary, all-in-one unified platform, global, mobile-centric design, built-in integrations with dozens of popular office apps, and an Open API with full support, SDKs and service for customizing solutions.



## LOCATIONS

Belmont, CA

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Denver, CO

Charlotte, NC

New York, NY

Fort Lauderdale, FL

London, United Kingdom

Xiamen, China

Sydney, Australia

Coverage in 41 countries with Global Office, 119 countries with Virtual Numbers



## SERVICE OFFERINGS

### UCAAS

Say goodbye to complicated legacy systems and hello to cutting-edge technology with a secure, one-stop solution for all your communications needs.

Your teams will have all the accessibility they need to seamlessly communicate and collaborate from anywhere, becoming more productive, effective, and efficient as a result.

RingCentral Office Product Features & Functionalities:

<https://www.ringcentral.com/office/phone-system-features.html>



## IDEAL CUSTOMER PROFILE

The ideal customer profile has a distributed workforce with a significant percentage of mobile or remote employees and with a mission to deliver exceptional customer service where the primary mode of conducting business and delivering support is over the phone. Companies who are seeking one solution to satisfy all modes of communications from desk phones to video meetings to file sharing within one application appreciate the completeness of RingCentral's service.

- RingCentral services businesses from 2-20,000+ seats with a sweet spot in the 500 – 5,000 seat range.
- RingCentral excels with businesses that have multi-locations and international office because it delivers service to over 140+ countries including China & India and offers localization in a dozen languages including French/Canadian French, Spanish, Italian, German, UK English/English, Portuguese, Japanese, Chinese and more.

Customers also appreciate RingCentral for the plug-ins that come free of charge for Outlook, Google calendar, Gmail, Microsoft calendar and many other popular office apps so employees can work the way they prefer with little to no learning curve.



## CUSTOMER TESTIMONIALS

"As we grow and scale our business, RingCentral offers a solution that allows us to run our enterprise communications on a single platform while delivering a very high standard of reliability, security, and quality." - Paul Chapman, CIO, Box

## CCAAS

Different types of call centers have different methods of communicating with customers. With RingCentral Contact Center, there are no limitations. True omnichannel outbound and inbound routing allows call center agents to meet customers using their preferred communication method. Start conversations with customers across multiple touch points including voice, SMS, social, or email.

Enjoy seamless integration with essential business applications. Choose from native integrations with CRM apps like Salesforce®, Oracle®, and others. Through the RingCentral open platform, you can tailor your contact center tool-set through open APIs that you can use to integrate with other essential business applications.

RingCentral Contact Center: <https://www.ringcentral.com/contact-center/overview.html>



## QUALIFYING QUESTIONS

1. Would your business benefit from a single cloud communications solution offering integrated voice, video, messaging, and team collaboration?
2. How many applications on average do your employees use to communicate, message and share files with one another?
3. What are the demographics of your workforce and would it be beneficial if you could satisfy workers who prefer either desk phone, soft phone, mobile phone, faxing or text-messaging with a single communication app?
4. Do you have a highly distributed workforce or a number of employees who work from home or from remote locations?
5. Are you interested in a cloud phone solution that integrates with Microsoft Office, O365, Google apps and also provides free unlimited file sharing?
6. Would it help if your phone system had built-in integration with popular CRM and workforce management systems?

7. Would having access to call analytics including call transfer, hold times, call volume, and other SLA metrics as part of your cloud phone service help executive management improve your customer service interactions?

8. Would employees appreciate being able to schedule a conference call or video meeting and have it automatically scheduled in your Google or Outlook Calendars?



## INDUSTRY RANKINGS

- A Leader in the 2019 Gartner Magic Quadrant for Unified Communications as a Service, Worldwide
- Ranked #1 in IHS Markit UCaaS Scorecard
- A Leader in the 2019 Aragon Research Globe™ for Unified Communications and Collaboration
- TMC 2018 Unified Communications Product of the Year Award
- 2019 “Rising Star” Service Leader Award by CRM Magazine