

# RingCentral® overview

Work together, from anywhere.  
The trusted business  
communications platform.



## About us

We work with our customers to reimagine the world of business communications and collaboration. This relentless passion to innovate has made us a leading cloud communications provider worldwide, and we don't plan on stopping there.

Technology breaks down barriers and unlocks potential, making it easy for people to do their best work together. In today's mobile world, this means giving teams, partners and customers the ability to communicate, collaborate and connect the way they want on any device, anywhere, anytime.

With our flexible, cost-effective cloud communications and collaboration solutions, business can be done more efficiently and effectively. From an all-in-one cloud phone system with team messaging and video conferencing to a complete contact centre and more, we build solutions for every business, no matter how big or small.

- Publicly held company (NYSE: RNG).
- 5,000+ workforce globally.

- 13+ years of R&D in developing and operating an open cloud platform.
- Partnerships with leading carriers, including AT&T, TELUS, Alcatel-Lucent, Atos, Avaya, and BT.
- Tier 1 network peering, geo-redundant distributed architecture and 24/7 NOC.
- Leadership, product, engineering and operations teams with extensive experience and success in cloud computing.
- Global reach, supporting customers worldwide with true in-country local dialling.
- All-inclusive cloud communications solution with HD voice, video, messaging, conferencing, team collaboration and fax capabilities.
- Market-leading cloud contact centre with workforce management, skills-based omnichannel routing, extensive analytics and real-time reporting.

## Solutions summary

### The new collaborative workforce

- All-inclusive cloud communications and collaboration platform delivering messaging, video and phone.
- Seamless integration with RingCentral Contact Centre™ and Engage Digital™ products along with hundreds of other business applications.
- Fully mobile user experience across any device, including Android and iOS, to facilitate successful remote working.
- Team workspace with fully featured messaging, collaboration, file sharing and task management integrated with RingCentral MVP™.

### Global communications that scale

- Ability to add 40+ global geographies to existing account with the click of a button through the Global MVP™ solution.
- Single, easy-to-use centralised interface for managing all offices and users.
- Flexibility to scale up or down with business demands.

### The power of an open platform

- Ability to embed communication functionality into workflow applications for increased productivity.
- Integrations with leading business applications, including Salesforce, Google, Box, Okta, Microsoft 365, Oracle and Zendesk.
- Customisation and design of systems, by customers, with the RingCentral Connect Platform™.

### Analytics that matter

- Quality of service (QoS) reports to monitor your phone system's global health and diagnose call quality issues.

- Measure and monitor key statistics for process improvement with powerful dashboards and customisable real-time Live Reports.
- Analytics Portal to provide essential insights into how your company uses your phone system.

### Personalised customer engagement

- Omnichannel interaction via voice, chat, messaging and email through RingCentral Contact Centre.
- Skills-based routing, advanced IVR and real-time analytics.
- Easy integration with popular CRM applications.
- Connect with your customers on their channel of choice through a single interface with RingCentral Engage Digital™.

### Technical details

- Carrier-grade reliability, 99.999% SLA, with enterprise-grade quality of service.
- Open cloud computing platform with unlimited scalability.
- Powered by the RingCentral Global Connect Network™, a unique service delivery architecture that is scalable, secure and ensures high-quality service across geographies.
- Industry-leading security systems and processes with quarterly audits.
- Multiple state-of-the-art data centres located in the US, the UK, Canada, Europe, Australia and Singapore.
- The RingCentral CloudConnect™ service allows enterprises to connect directly to the RingCentral cloud.

## Awards and industry recognition

**Gartner**

A Leader in the 2021 Gartner®  
Magic Quadrant™ for UCaaS



Peer Insights Customers'  
Choice—2021

F R O S T  
S U L L I V A N

Ranked #1 in 2020 Frost  
& Sullivan UCaaS RADAR



IDC MarketScape names  
RingCentral a Worldwide Leader  
for UCaaS Service Providers for  
Enterprise and SMB - 2021



#1 in Omdia UCaaS North  
American Scorecard for  
fourth year in a row

**FORRESTER**

Total Economic Impact of  
RingCentral Contact Centre

For more information, please  
contact one of our solution  
experts. Visit [ringcentral.co.uk](https://ringcentral.co.uk)  
or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre based on its Message Video Phone™ (MVP™) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP™ combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video™, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.

**RingCentral**

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