

# RingCentral Overview

Empower your business on a global scale with the #1 cloud communications solution.\*



## About us

RingCentral harnesses the power of the cloud to help today's modern, mobile businesses communicate faster, smarter, and more effectively than ever before. Built on a secure and reliable cloud communications and collaboration platform, RingCentral goes beyond cloud PBX, combining voice, team messaging, collaboration, video conferencing, online meetings, digital customer engagement, and contact centre capabilities. Available across multiple devices—from smartphones, tablets, and computers to desk phones—RingCentral's unified communications as a service (UCaaS) solution scales globally, making it easy to administrate across countries from a single platform.

With a robust set of open APIs, RingCentral enables businesses to seamlessly embed communications into custom or everyday business applications, improving workflow productivity. Businesses worldwide rely on RingCentral to connect their workforces, build relationships with customers, share knowledge, and get work done—how they want, wherever they want.

- Publicly held company (NYSE: RNG).
- 4,000+ workforce globally.
- 12+ years of R&D in developing and operating an open cloud platform.
- Partnerships with leading carriers, including AT&T, TELUS, and BT.
- Tier 1 network peering, geo-redundant distributed architecture, and 24/7/365 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.

\*Synergy Research Unified Communications as a Service (UCaaS) Revenue Tracker, Q4 2018.

## Solutions summary

### The new collaborative workforce

- All-inclusive cloud communications solution with HD voice, video, messaging, conferencing, and fax capabilities.
- Team workspace with fully featured messaging, collaboration, file sharing, and task management integrated with RingCentral Office®.
- Fully mobile user experience across any device, including Android and iOS.

### Global communications that scale

- Ability to add 40+ global geographies to existing account with the click of a button through the Global Office™ 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 Office 365, Oracle, and Zendesk.
- Customisation and design of systems, by customers, with the RingCentral Connect Platform™.

### Analytics that matter

- Quality of Service 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 with enterprise-grade quality of service (QoS).
- 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 centers located in the US, United Kingdom, Canada, Europe, Australia, and Singapore.
- The RingCentral CloudConnect™ service allows enterprises to connect directly to the RingCentral cloud.

## Awards and industry recognition

**Gartner**

A Gartner UCaaS Magic Quadrant Leader for 5 years running. Positioned furthest for completeness of vision in 2019.



#1 in IHS Markit 2019, 2018, and 2017 North American UCaaS Scorecard.



A leader in the 2019, 2018, and 2017 Aragon Research Globe™ for Unified Communications and Collaboration (UCC).

For more information, please contact a sales representative.

Visit [ringcentral.co.uk](http://ringcentral.co.uk) or call 0800 098 8340.

**RingCentral**

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact centre solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. That is the promise of Work as One™. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact centre solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral UK Ltd. 85 Uxbridge Road, 2nd Floor, Ealing, London, W5 5TH. [ringcentral.co.uk](http://ringcentral.co.uk)

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