

RingCentral Professional Services™



Bring modern cloud communications and collaboration capabilities to your enterprise with help from our global team of service experts.

Digital transformation is revolutionising the technological landscape, processes, and working styles of today's enterprises. These new business environments are providing an array of opportunities to meet changing customer expectations and enhance productivity, while also presenting unprecedented challenges that are changing competitive dynamics across industries.

As enterprises worldwide move to unified communications as a service (UCaaS), many are realising the benefits of centralising all communications on a single cloud platform. These solutions allow these organisations to:

- Streamline communication and collaboration
- Support mobility and a remote/global workforce
- Reduce costs and drive efficiencies
- Improve employee productivity and customer satisfaction

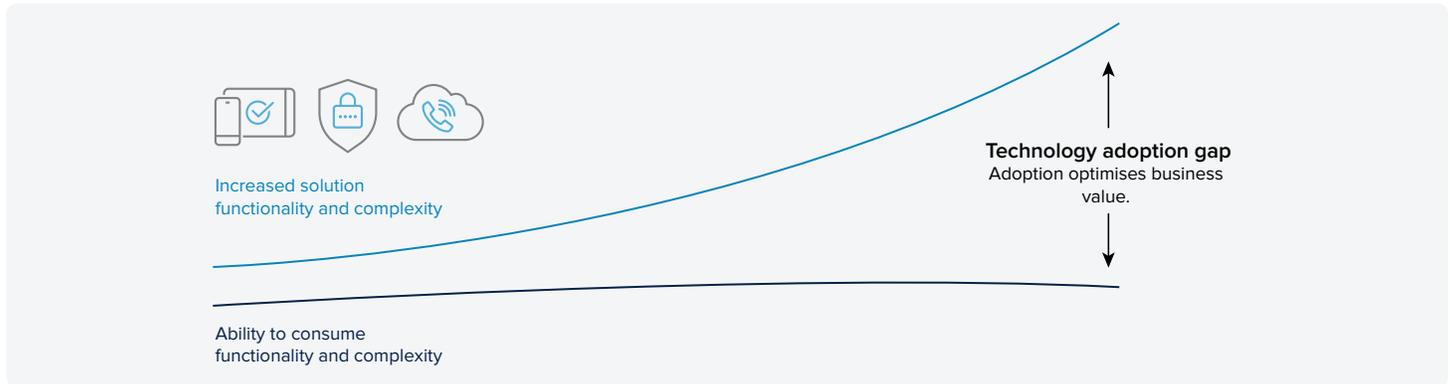
However, this transition can be a complex undertaking and organisations may need assistance to integrate these solutions into their daily workflows. Choosing a UCaaS provider who has extensive experience is critical to maximising ROI and implementing the new system with minimal disruption. These providers can help to:

- Optimise deployment for your business environment and unique goals
- Assess and set up your physical network for optimum performance
- Maximise user adoption via rigorous acceptance testing
- Provide access to on-site training and ensure users are enabled for their specific role

RingCentral helps enterprises increase productivity and implement innovative capabilities.

As the leader in the UCaaS market worldwide, RingCentral is highly experienced in providing collaborative cloud-based communications solutions and can ensure a smooth migration from your legacy infrastructure. Responsible for over 2,600 paid projects per year, RingCentral Professional Services consults on network

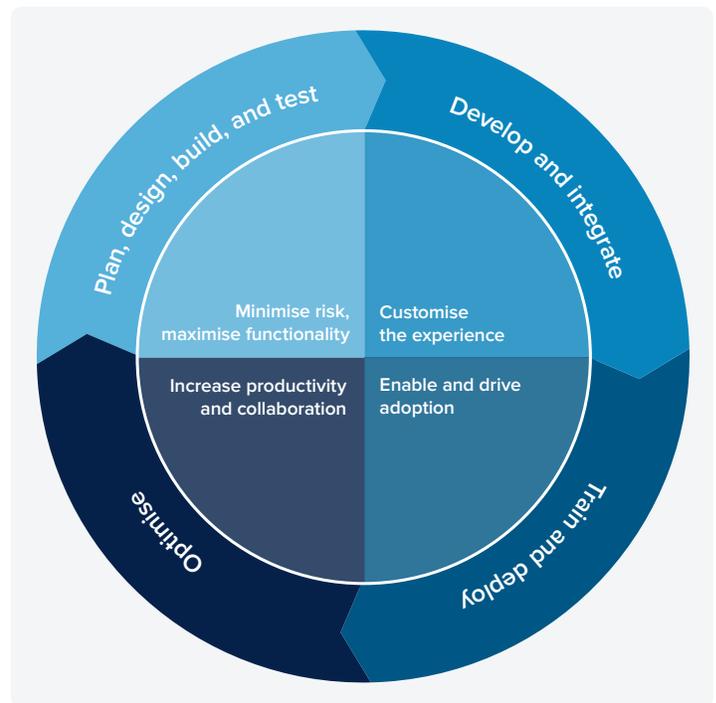
requirements, risk mitigation, user profiling, and other business process enablement tasks. In addition, the team works on-site when the system goes live to conduct trainings, health checks, and floor walks to make sure your business gets the most out of its investment.



Successful implementation begins with strategy.

RingCentral Professional Services provides your business with the full support needed to successfully implement your UCaaS solution—helping you plan, design, develop, and integrate technology that simplifies your business, increases efficiency, and drives innovation. From simple deployments to complex requirements involving multiple sites, global implementations, and integrations, our Professional Services team works with you to:

- Deliver a detailed business review and network assessment
- Outline designated project management
- Plan porting management
- Offer on-site consultancy and workflow reviews
- Provide on-site deployment and training
- Oversee user acceptance testing and go-live support
- Follow up with post deployment services



UC solutions designed to meet your business goals and technical needs.

RingCentral Professional Services partners with you to implement and build a customised and strategic plan and remains available to your business to help ensure its success. Our global reach enables us to offer local language training and assist with installations all over the world. As part of our tailored solution, we will:

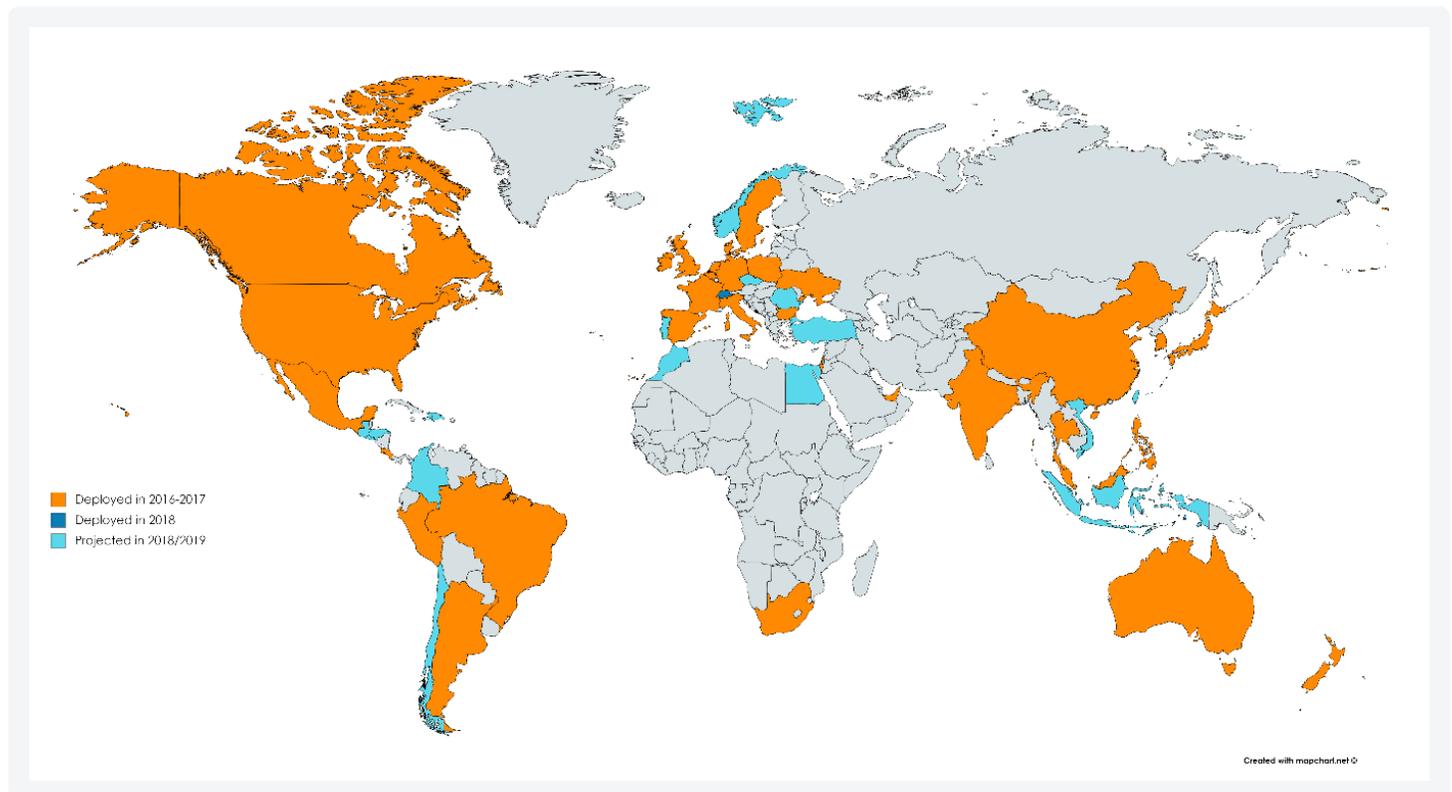
- Create detailed plans for all call flows—from IVR menus to call queues—to best suit your organisation’s workflows
- Set up templates and roles for each user to ensure everyone has the correct permissions and settings for their specific role
- Go over specific user training requirements with admins to make sure users learn exactly what they need to know for their environment
- Enable your enterprise with our pre-built application integrations or building customised integration if needed

Take advantage of an experienced, global resource.

RingCentral Professional Services offers a full range of service options. Our experienced team:

- Executes 200+ projects per month, with 40% growth per year
- Deploys consistent methodologies based on global key performance indicators
- Encompasses a global services ecosystem of employees and partners in 40+ countries

Global Professional Services deployments 2016–2019



For more information, please contact a sales representative.

Visit ringcentral.co.uk or call 0800 098 8136.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact centre solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, USA and has offices around the world.