

# Enterprise Communications Solutions for Modern Businesses

Take enterprises to the next level by unifying their communications and optimizing how they work.



Bring the leading business communications solution to your portfolio. RingCentral's cloud-based unified communications and contact centers drive incremental value that goes far beyond total cost savings, but also effectively drives business outcomes through enhanced employee productivity and improved customer experiences.



## Drive digital transformation

Help your portfolio companies modernize onto a single cloud communications platform with global PBX services in over 40 countries, accessible from anywhere.



## Improve efficiency

Enable streamlined workflows by integrating hundreds of apps like Microsoft 365 and Google Workspace with RingCentral's robust communication platform—or build your own custom integrations with our open APIs.



## Lower bottom line

Reduce unnecessary costs by consolidating communication channels onto a single provider. Reallocate hardware capital expenditures and maintenance costs for monthly subscriptions with perpetual updates.

## RingCentral's customer transformation metrics



### Returns with a Connected Experience Platform

- 30% Increase in revenue growth
- 55% Increase in ROI
- 43% Workflow deployments



### Enabled Hybrid and Mobile Workforces

- 69% Increase in Employee Mobility
- 43% Increase in Resource Access
- 39% Increase in Information Access



### Reduced Costs from a Cloud Solution

- 16% Decrease in IT Spend
- 20% Decrease in Hardware Costs
- 23% Decrease in Telecom Costs



### Success and Customer Engagement

- 41% Increase in Employee Productivity
- 43% Increase in Customer 1st Contact Resolution
- 48% Increase in Customer Satisfaction

Source: RingCentral Customer Success Survey conducted from Dec 2020 to April 2022. Survey respondents were 1381 customers (the majority of respondents being business executives and decision makers) randomly selected from RingCentral customers across all business segments from the US, Canada and UK.

## Value of RingCentral

### Macro-economic challenges solved by total cost of ownership

In today's economy, optimized IT spend equates to driving better business outcomes. Siloed solution providers have hidden costs and lower workforce productivity. RingCentral's unified communications platform provides enterprises tremendous cost savings as a single solution provider for phone, video, messaging, fax and more.

### Hybrid and remote work empowered with RingCentral MVP

Legacy PBX systems were great solutions for the all in-office cultures of the past. Workers today work from anywhere - remote, on the road, hybrid, and everything in between. RingCentral's carrier-grade infrastructure and mobile-first cloud PBX platform powers work in a seamless way that not only works reliably today, but future-proofs business for tomorrow with automatic monthly updates and enhancements.

## Global enterprises covered by RingCentral's global footprint

With RingCentral's global network and communication solutions, multinational companies will not only have a local presence for their regional customers, but their employees around the world can also work together cohesively.

RingCentral provides a consistent and seamless experience from one country to another, while maintaining 99.999% reliable uptime availability, superior call quality, and removing all of the complexities around compliance requirements with local laws, regulations, licensing and more.

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## Enterprise threats countered by RingCentral's trust and reliability

400,000+ customers trust in RingCentral every day to deliver unparalleled reliability in the cloud. With more than 4 plus years of maintaining 99.999% uptime quarter over quarter, it's a confidence and trust in a battle-tested platform and network proven again and again by history.

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## Business Apps Everywhere supplemented by RingCentral's Composable Platform

Pair the best phone app ecosystem of any UCaaS vendor in the market with any enterprise application, in whatever way enterprises want to work. Whether with low-code or no code, APIs or pre-built integrations, RingCentral enables businesses to automate their communication-centric processes to save employees time and money.



# Innovative companies choose RingCentral



Reducing communications cost while fighting poverty



Industry: IT



Employees: 200-300



Year founded: 2003



HQ: Boston, MA



## Transformation Highlight:

\$1 million in capital expenses avoided

## The challenge

When Randy Boyd, infrastructure architect at World Vision, joined the team, the organization was using nine separate phone systems involving six different telco providers at 12 locations. In addition to being a logistical nightmare, the piecemeal communications system posed a big financial risk. World Vision often didn't have the expertise to manage on-premises PBXs, meaning they had to rely on expensive consultants to resolve issues.

## The solution

Boyd and his team chose RingCentral to fully replace their PBX phone system, as well as introduce team messaging and video meetings into World Vision's communications. RingCentral MVP consolidated all of the company's phone systems into a single cloud PBX, which allowed the organization to eliminate on-premises costs and consolidate billing to just one provider.



## Cost savings

The message, video, and phone solution presented huge cost savings, including:

- **Capital cost avoidance** by going with a UCaaS solution, World Vision didn't need to buy new PBX equipment or upgrade existing infrastructure, avoiding over \$1 million in capital expenses.
- **Video conferencing** RingCentral MVP comes with meetings built in, saving World Vision over \$350,000 it would've needed to spend upgrading existing video conferencing equipment.
- **Reduced resources** eliminating on-site hardware meant the organization only needed to hire one employee to manage its system.
- **Bring your own device (BYOD)** with the RingCentral app, employees around the world could use their own devices for messaging, video meeting, and calling, saving on cell phones and expensive international phone plans.
- **Quick ROI** World Vision's investment in RingCentral paid for itself in 14 months.

For any question, reach out to:  
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RingCentral has helped countless companies achieve their goals of digital and business transformation, better efficiency, enhanced customer experiences and more. We believe that communications is the bedrock on which businesses are built, and we're ready to help businesses realize their best futures starting today.

We're honored to partner with you and your portfolio companies, and we look forward to transforming businesses together.