

RingCentral®



# Value Acceleration with RingCentral

Enterprise Business Transformation, starting  
with Communication Technology



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# Transformation metrics that show real business impact

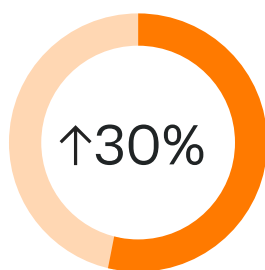
RingCentral solutions help organizations become more strategic, transformative, and innovative. Modernizing one's communications stack with RingCentral's cloud-based unified communications and contact centers drives incremental value that goes far beyond total cost savings, but also effectively drives business outcomes through enhanced employee productivity and improved customer experiences.

Thousands of enterprises, big and small, rely on RingCentral to power their business communications and have experienced tremendous growth – not just in terms of revenue, but also through the underlying created value that permeates throughout all business areas.

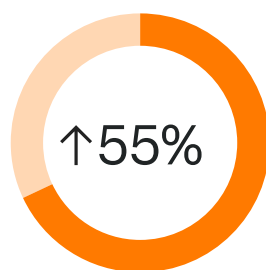
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## Returns with a Connected Experience Platform

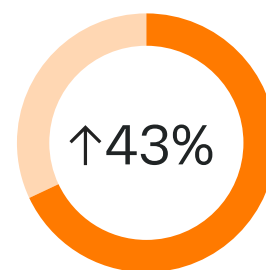
ROI and General



Increase in revenue growth



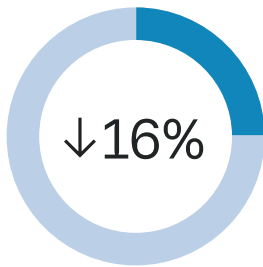
Increase in ROI



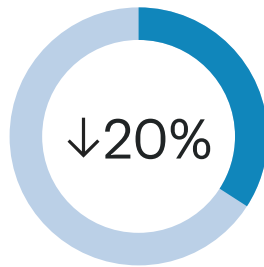
Workflow deployments

## Reduced Costs from a Cloud Solution

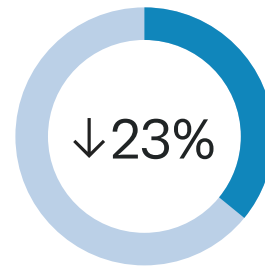
Total Cost of Ownership



Decrease in  
IT Spend



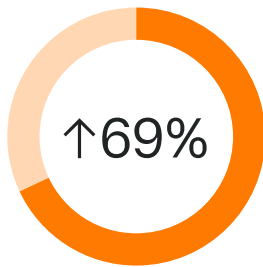
Decrease in  
Hardware Costs



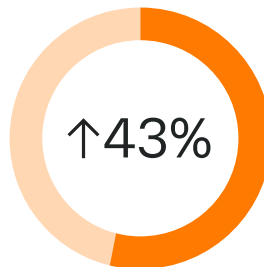
Decrease in  
Telecom Costs

## Enabled Hybrid and Mobile Workforces

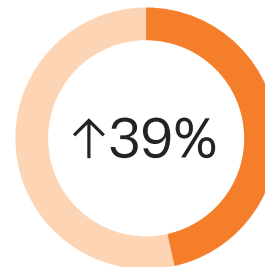
Productivity and Agility



Increase in  
Employee Mobility



Increase in  
Resource Access



Increase in  
Information Access

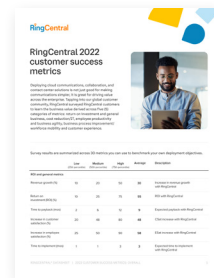
## Improved Employee Success and Customer Engagement

Productivity and Satisfaction

**+41%** Increase in  
Employee Productivity

**+43%** Increase in Customer  
1st Contact Resolution

**+48%** Increase in  
Customer Satisfaction



### Looking for more value creation metrics?

Find over 30 metrics based on achieved and exceeded customer deployment objectives.

[Learn More](#) →

# RingCentral Solutions

## #1 Cloud PBX Enterprise Phone System

Battle tested and robust PBX system born in the cloud. Packed with all the features and functionality that leading enterprises rely on, including 99.999% uptime reliability and global coverage to support PBX replacement in 45 global countries. Plus, hybrid deployment options for enterprises to migrate at their own pace.

## Direct Routing into Microsoft Teams

The most complete and advanced telephony solution that can be integrated with Microsoft Teams. Enjoy native business calling, SMS, eFax, and contact center to expand globally and centralize users on Teams.

## Unlimited Team Messaging

Streamline workflows and promote collaboration among teammates and business units with a rich and simple messaging platform. Accessible on a desktop computer or on the go with a mobile device, unified with phone calls and video meetings, all in one place.

## HD Video Meetings

Unlimited video calls in high definition for up to 24 hours, built from the ground up to be mobile-first and browser compatible. Also packed all inclusive with the latest collaborative video technology with whiteboard, breakout rooms, live transcription, AI-generated meeting summaries and more.

## Conference Room Solutions

A complete hybrid workforce solution powering remote and in-person collaboration. RingCentral HD video meetings and audio conferencing can be deployed seamlessly on various leading hardware providers such as Logitech, Poly, and Yealink.

## Webinars

Host and present to up to 10,000 viewers on RingCentral's native webinar solution, using the same familiar and intuitive user experience and workflows as RingCentral Video and Rooms solutions.

## Integrations & APIs

Boost worker productivity with hundreds of pre-made app integrations that allow workers to be more efficient. Leverage core communication channels directly in Salesforce, Office 365, Google Chrome and Workspace, and even industry specific apps. RingCentral's open platform also has 5,000+ APIs so enterprises can build custom integrations based on their own specific applications and workstreams.

## AI-powered Contact Center

Power your customer experiences with the market's leading UCaaS+CCaaS combination found in RingCentral. Enable agents to deliver seamless omnichannel experiences with customers across 30+ digital and voice channels, while also easily collaborating internally between employees.

## Next-gen IT and Business Analytics Suite

Tap into the leading analytics suite in the industry. From historical and real-time quality-of-service reporting that help optimize platform performance and resolve issues faster, to call performance analytics for managers to optimize their team's call handling.

### About RingCentral



NYSE: RNG



4,000 global workforce



5M+ end users



Founded 2014, delivering cloud communications



400K+ customers

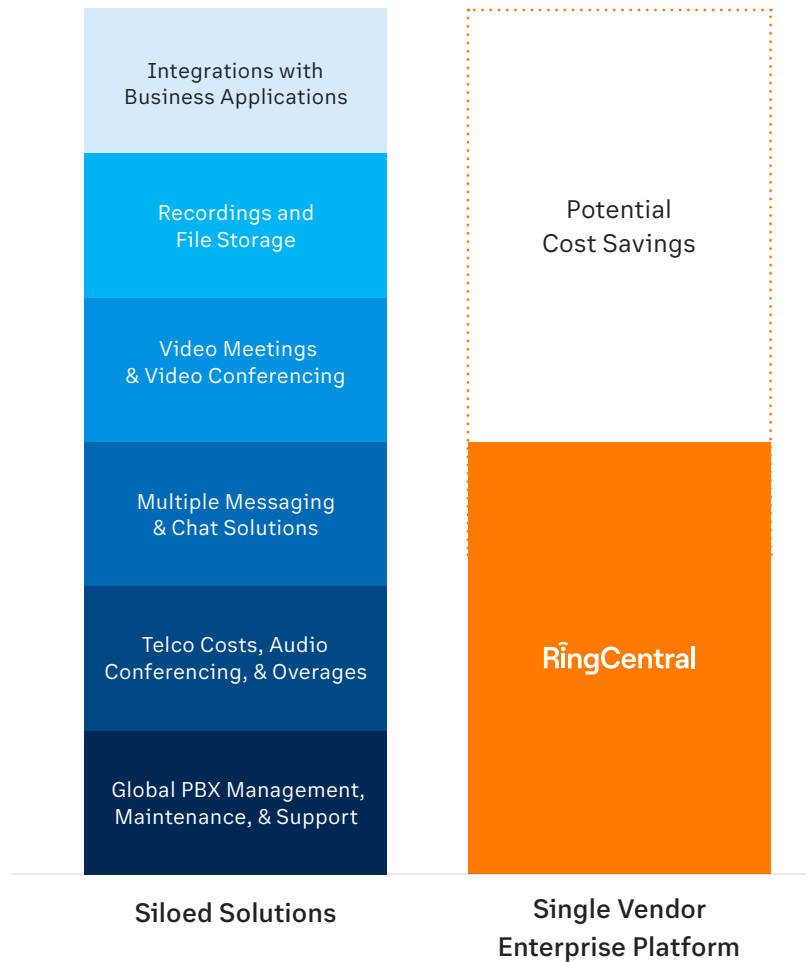


Partnerships with leading carriers and telecom providers such as At&t, Avaya, Vodafone, and more

# Why now, and how RingCentral accelerates value with change

## 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. Whether 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 due to 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.



**45+**  
Supported countries

**99.999%**  
Industry-leading reliability

**34**  
Global Data Centers

**25+ Billion**  
Voice Minutes/Year



## 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.

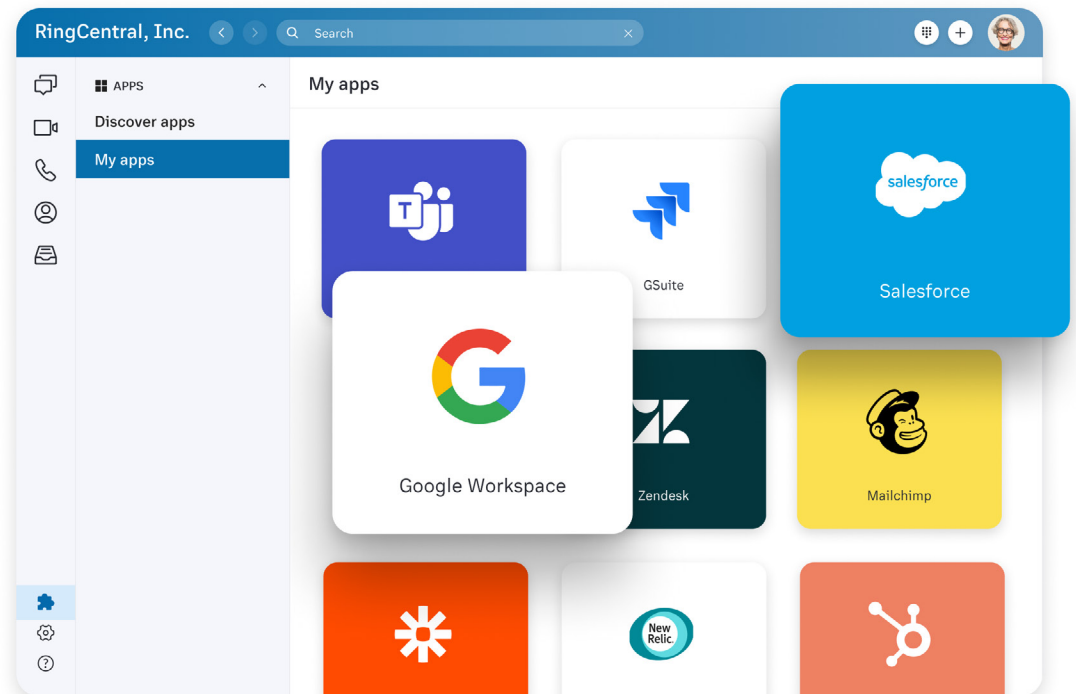


# 99.999%

less than 6 mins of annual downtime

## 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.



# Real-life success stories

Technology and the way businesses work rapidly change over time, simply because old technology ages and old ways of doing things become outdated. Nothing that stays stagnant is considered growing, and definitely not with a changing world all around.

Here are just a few of the RingCentral success stories found in businesses that have chosen transformation as a key area of growth and experienced the positive value from it – enabling them to remain relevant, competitive, or simply a leader in the area of expertise they do best.



## World Vision

Reducing communications costs while fighting poverty



Industry: Non-profit



Year founded: 1950



Employees: 46,000



HQ: Federal Way, WA

World Vision®



World Vision International, a humanitarian aid organization, has one mission: to empower communities all around the world to overcome poverty. From providing better education to children to providing entire communities with clean water, food, and protection, World Vision impacts millions of lives every year through the help of its supporters and employees.

## 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



# \$1 million

in capital expenses avoided by choosing a UCaaS solution

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.

“One of the great things about my job is any cost savings we achieve result in money going directly to the field. In that sense, too, RingCentral is of great value.”

– Randy Boyd, Infrastructure Architect at World Vision US

## Pacific Dental Services

Connecting practices with one communications solution



Industry: Healthcare



Year founded: 1994



Employees: 12,698



HQ: Irvine, CA

Pacific Dental Services® (PDS®) is a leading dental-support organization that provides business and administrative services for dental offices, handling processes such as billing, IT, staffing, marketing, and even integrated dental specialties. By streamlining operations across all members, the organization allows practices to focus less on administration and more on what's important: serving patients.

## The challenge

With over 800 supported dental offices across the US—and 90 more joining every year—PDS had a communications system that grew more disparate and obsolete year after year:

- Each location had its own phone system.
- Separate phone systems made it difficult to reach colleagues in other offices.
- Separate team messaging and video conferencing apps hindered communication and collaboration.

## The solution

With RingCentral, PDS created a centralized communications environment for the entire organization. Every employee across the organization's massive network could easily reach others through a company directory and direct-dialing system.

Access to a cohesive team messaging system also streamlined the organization's internal support operation. Previously, practices that needed support would submit tickets that fell into a queue. With team messaging, however, practices could get significantly quicker responses from the service desk.

“Our supported dentists are well positioned, using RingCentral Video, to do face-to-face follow-ups with their patients. I think that’s key to helping us improve that personal relationship between the dentists we support and their patients, which is really what the whole PDS model is all about.”

– Rich Brownlee, Director of Infrastructure & Operations at Pacific Dental Services

### **Transition to teledentistry during COVID-19**

When COVID-19 struck, PDS’ network of supported practices were fully prepared to continue seeing patients remotely. Patients can schedule teledentistry appointments and access live screenings with supported dentists via phones, tablets, or computers. This allows practices to minimize office visits but continue delivering excellent patient experiences.



## **IBoss** Scaling communications with company growth



Industry: IT



Year founded: 2003



Employees: 200-300



HQ: Boston, MA

iBoss offers the only cybersecurity platform designed specifically for distributed organizations. Built for the cloud, the iBoss Distributed Gateway Platform protects more than 4,000 organizations worldwide, making iBoss one of the fastest-growing cybersecurity companies in the world.

### **The challenge**

In the company's bootstrap years, CIO Christopher Park set up an open-source PBX that was good for a startup—adding more tools such as team messaging and video conferencing over time. This, however, presented several IT issues as the company grew:

- The PBX became outdated and required constant maintenance.
- The company moved most of its technologies to the cloud.
- Expansions into EMEA, Latin America, and APAC required setting up every new employee with five different communications solutions based on regional availability.

### **The solution**

By bringing in RingCentral, iBoss was able to replace all five communications solutions with a single, unified platform. Setting up a new employee is as easy as creating a single account, which reduced onboarding times by up to 75%. This also eliminated licensing fees for its previous chat and video conferencing apps.

As an added bonus, iBoss took full advantage of RingCentral's open platform to integrate RingCentral with two of its most critical business apps: Salesforce and Zendesk. These integrations gave iBoss visibility into call quality and enabled teams to communicate without ever having to leave their apps.

**“Having RingCentral automatically pop up in Salesforce and Zendesk helps improve the productivity of our sales and support teams.”**

– Christopher Park, CIO of iBoss



# How to uncover opportunities for growth

## Growth opportunity signals

Here are just a few of the RingCentral success stories found in businesses that have chosen transformation as a key area of growth and experienced the positive value from it – enabling them to remain relevant, competitive, or simply a leader in the area of expertise they do best.

Acquisitions/Mergers	Legacy/aged PBX hardware	Cloud digital transformation plans
Expansion plans	Still using legacy fax machines	Business continuity issues
Multiple sites	Dropped calls	Heavy usage of Microsoft Teams or Zoom
Global office locations	Difficulty managing customer call queues	Multiple communication vendor contracts /subscriptions
High telco costs	Poor customer experience	Growing hybrid workforce
Security & compliance risks	Need for omni-channel customer experience	Seeking to improve workforce collaboration

## Discovery questions

- How many locations does your enterprise have?
- How do employees communicate with one another? Deskphone/mobile, instant messaging, video conferencing, audio conferencing, etc.
- How many communication channels do you pay for?
- How are you addressing the trending needs for a remote and hybrid workforce?
- What challenges do you face in scaling your business and workforce? Ex: enabling and managing communication tools when adding sites or adding users. Are there plans for further site expansion in the near future?
- What telephony solution do you use/manage today? Ie: is it a premise-based PBX? What limitations, if any, do you experience? Ideal timing for change?
- What percentage of time/resources are IT personnel spending on communication hardware maintenance? What percentage of IT budget is spent on communication hardware purchases and maintenance?
- How concerned are you with communications systems security threats and/or reliability issues?
- How equipped are IT personnel to troubleshoot communication tool issues? Ie: analytics, dashboards, and timely notifications?
- What are the most utilized business applications within your organization, and would it benefit workers if they had streamlined calling or communication tools integrated within their applications and daily workflows?
- How do your customers reach you? How has your existing communication systems been in terms of providing customer experience?



# Methodology to forecast value and drive ROI

RingCentral offers a complimentary value assessment to help identify areas in which enterprises can not only reduce communication technology costs, but also discover areas where greater operational efficiencies can be achieved to drive increase in revenue and ROI.

### The RingCentral Value Assessment Process

The following framework overviews at a high level how a value assessment would be handled:



#### 1. Kickoff & Discovery Call

Discuss the overall process, provide value questions & answer any questions about the process



#### 4. Readout

RingCentral will present readout discussing findings and recommendations



#### 2. RingCentral Finalizes the Assessment

Analyze data received from questionnaire and optional onsite to prepare a comprehensive business case



#### 5. Final Assessment Delivered

RingCentral provides final assessment documents with ROI projections and specific value creation recommendations to consider



#### 3. Complete Questionnaire & Optional Onsite Assessment

Quantify areas of value & opportunities for optimization

## Closing

Each enterprise, no matter what stage they are in, has opportunities and areas of growth where they can strengthen their business and/or take them to the next level. 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 looking forward to partnering with you and your portfolio companies, and we look forward to transforming businesses together.



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RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP®) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP®, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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