

RingCentral overview

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



Chat window showing messages from Lisa Nyman, Maria Cochran, and Eric Synder. Maria Cochran has shared a file named 'data_results.xlsx'.

Contact list showing three members: Emile Yanes (650) 123-4567, Nina Melendez (650) 567-1234, and Willie Dietrich (650) 768-4321.

About us

We work with our customers to reimagine the world of business communications and collaboration. This relentless passion to innovate has made us the #1 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.

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 Office®.

- 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.

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 (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 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

6 years in a row: A 2020 Gartner UCaaS Magic Quadrant Leader



Peer Insights Customers' Choice—2019

FROST
SULLIVAN

Ranked #1 in 2019 Frost & Sullivan UCaaS RADAR

OMDIA
connecting the dots

#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 a sales representative. Visit ringcentral.co.uk or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact centre solutions for businesses worldwide. 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's open platform integrates with leading third-party business applications and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral

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