Executive Overview

RingCentral is a leading provider of enterprise cloud communications, collaboration, and contact center solutions that are more flexible and cost-effective than legacy on-premises systems. RingCentral solutions empower workforces to use unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally.

Product & Service Offerings

The RingCentral App

- **All-in-One Communication:** Access messages, video, and phone calls from a single app on any device.

RingCentral RingEX

- **Enterprise Communication Solution:** Tailored for large organizations with complex communication needs.

RingCentral RingSense

- **AI-Driven Insights:** Uses AI to analyze customer interactions and provide actionable insights. Easily integrates with popular CRM systems for streamlined workflows.

RingCentral RingCX

- **Customer Experience Management:** Enhances customer interactions across multiple channels. Provides insights into customer behavior and service performance.

RingCentral Video

- **High-Quality Video Conferencing:** Provides HD video and audio for clear communication. Includes screen sharing, virtual backgrounds, and breakout rooms for team meetings.

RingCentral Webinar

- **Interactive Engagement Tools:** Features Q&A, polls, and chat options to enhance participant interaction during live sessions. Provides insights into attendee engagement and post-event performance to improve future webinars.

RingCentral Phone

- **VoIP Service:** Provides reliable cloud-based phone services with advanced call management features. Features like call forwarding, voicemail transcription, and screening enhance communication.

RingCentral for Microsoft Teams

- Combines RingCentral's features with Microsoft Teams for enhanced productivity. Enables users to make and receive calls within the Microsoft Teams interface.

RingCentral Events

- **Virtual Event Hosting:** Supports large online events with interactive features. Includes chat, polls, and Q&A to enhance attendee interaction.

RingCentral Push-to-Talk

- **Instant Communication:** Facilitates real-time, one-to-one or group communication. Perfect for industries like retail and logistics where instant coordination is crucial.

RingCentral AI Assistant

- **Smart Call Handling:** Uses AI to screen calls, transcribe messages, and provide real-time insights during conversations. Analyzes communication patterns to offer suggestions for improving productivity and customer interactions.

Sales Engineer Take On Best Fit

An industry leader in both cloud UC and contact center software for decades. They have an extensive global reach in terms of international PSTN replacement capabilities and a robust communication API library. They are almost always included in UC and CCaaS evaluations due to their capabilities and longevity in this market. They have consistently competed against 8x8, Cisco, Microsoft, and Zoom for the leader status in the market, according to most industry analysts.

John Paullin, Field Sales Engineer

Key Features & Differentiators

SLA and High Availability

- Provides a 99.999% uptime SLA

Security and Compliance

- SSAE 18 & ISO 27001-audited data centers, ISO 27017, ISO 27018, SOC 2, SOC 3, HITRUST, HIPAA, FINRA, C5, CCPA, PCI DSS, NCSC Cyber Essentials Plus, McAfee, GDPR

- View Security Certifications

- View Security Compliance

Pricing

- All-inclusive pricing for UCaaS and CCaaS (View Pricing)

Integrations

- A growing open platform with 200+ packaged integrations, including Salesforce, Dropbox, Google Workspace, Zendesk and Microsoft 365 (Discover Integrations) (RingCentral App Gallery)

RingCentral MVP:

- Carrier-grade with enterprise-quality telephony, quality-of-service reporting & mobile admin—all optimized for growth/scalability

- Unified Single Platform for Everything – voice, video, SMS, team messaging/collaboration, contact center, and fax on a single secure platform

- Mobile-Centric – intuitive UI works for desktop and optimized for smartphone (iOS & Android), tablet, and mobile device workforces

- RingCentral Video Full HD video solution across browser, desktop, and mobile with up to 200 participants / meeting

- Scalable – 1 to 10,000+ users simultaneously on audio conferencing without additional cost

- Large Global Footprint – serving 140+ countries

RingCentral Contact Center:

- Ability to tailor the solution based on customer needs

- No geographic restrictions

- High level of integrations and customizations

- Equipped to compete against top-tier on-premise solutions

RingCentral Awards and Accolades

- View RingCentral's 2021 Awards and Accolades

Top Industries Served

- Financial Services
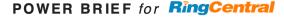- Healthcare
- Government
- Education

Ideal Customer Profile

Any company, large or small, that has one of the following:

- Multiple office locations
- Employees who travel or work in the field
- Remote or hybrid employees
- Needs a call center
- Needs a phone system

Leading RingCentral Verticals:

- Financial Services
- Healthcare
- Real Estate & Construction
- Professional Services
- Education
- Manufacturing
- Legal
- High Tech
- Retail

- Government/Public Sector
- Nonprofit

Qualifying & Technical Questions

Discovery Questions – General

1. What phone system are you currently using? How old is it?
2. What challenges are you facing with your current phone system? Do you have plans for moving to the cloud (hosted VoIP)?
3. How many locations do you support? Will you have more locations in the future?
4. **Mobility:** What's your strategy for enabling hybrid work and greater mobility throughout your organization?
5. **Scalability:** As your business continues to scale, how are you adding new phone lines and communications tools to new users? Are you able to flexibly add/remove lines, users to meet growing demands?
6. **One vendor:** What other vendors are you currently using for phone, messaging, video, fax or collaboration?
7. **Future of Work:** What other business applications are you using…..: (e.g. MSFT Teams, SFDC, Zendesk, Google, Okta, etc..)? How are you leveraging your phone system today for delivering better customer engagement? How does this help you deliver better customer satisfaction?

Top Reasons to Sell

- Over 450,000+ business customers worldwide
- Mobile-Centric Design that works on any device for anytime anywhere communications
- Gartner Magic Quadrant Leader for the last 7 years
- Great Customer Support with nearly 2,000 customer-facing employees (67% of total workforce)
- CRN Award-Winning Channel Program