

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.

Services Sold

- Gartner UCaaS Magic Quadrant Leader 2015, 2016, 2017 & 2018
- CRN Channel Chief – awarded to Zane Long SVP, 2018 & 2019
- Aragon Research – Innovation Awards for Team Collaboration & Leader in 2018 Research Globe for UCC
- IHS Markit - #1 Rank for 2018 North American UCaaS Scorecard
- Unified Communications – 2018 Unified Communications Product of the Year
- Gartner PeerInsights – Best UCaaS Worldwide Software of 2018

Key Features and Differentiators

RingCentral Office:

- Unified Single Platform for Everything – voice, video, SMS, team collaboration, contact center, and fax on a single secure platform
- Mobile-Centric – intuitive UI works for desktop and optimized for smartphone, tablet, and mobile device workforces
- Scalable – 1 to 10,000+ users simultaneously on audio conferencing without additional cost
- Exceptional Compliance & Security Protocols – especially for health, finance, retail & public sector including HIPAA, FINRA, HiTrust, GDPR, PCI and more
- Open Platform/API & Built-in Integrations – including for Google & Microsoft full productivity suite and CRM apps such as Salesforce and Zendesk.
- 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

Ideal Customer Profile

RingCentral services have a great track record and excellent customer support and are well suited for businesses ranging from 500 – 10,000 end users. Increasingly, enterprises with 15,000 – 30,000 users are also selecting RingCentral because it is easy to deploy, ideal for multi-site and globally distributed workforces, well-suited for teams with remote or highly-mobile and scalable workers and delivering a secure, innovative platform with built-in integrations for popular office productivity suites including standard and cloud-based Microsoft & Google applications.

RingCentral Office

- RingCentral excels at 5,000-10,000-seat deployments and is suitable for businesses of all sizes'Healthcare: HIPAA compliant with Business Associate Agreement (BAA) and protection for Patient Health Information (PHI)
- Other Verticals: Retail, State/Local Government, Education, & Finance
- Requires integration with Google, Microsoft, and other popular office applications or may need customization via an Open API

RingCentral Contact Center

- Strongest in retail, finance, high-tech, professional services, healthcare

Qualifying and 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. How important is it to support mobile and remote workers?
5. Is it important to provide your team voice, video and text communication tools?
6. Do you have different vendors for your phone, messaging, fax, and video services?

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 4 last years
- Great Customer Support with nearly 2,000 customer-facing employees (67% of total workforce)
- CRN Award-Winning Channel Program

Product Reach

- RingCentral delivers service to 140+ countries worldwide including flagship Global Office service with in-country DL service, language localization, in-country device shipping, E911 verification and more to 41 countries. RingCentral also offers service to China and India
- Mobile-centric design means RingCentral works on smartphones, tablets, laptops, internet watches (iWatch) and even personal digital assistance (Alexa, Siri, etc.) and across any platform Android, iOS, Windows and more.
- RingCentral's developer platform: Open API and SDKs for easy integration with smooth workflow with over 300 graduated applications built to our platform.