

# RingCentral Professional Services



RingCentral Professional Services offers engagements to help you optimise your RingCentral communications services. Professional Services is an ongoing resource available to you, whether you are a new RingCentral customer or a continuing one. The Professional Services team of industry experts can help you with initial planning, strategic consultations, comprehensive implementation or integration designs, and provide ongoing support and system training.

## Onboarding and continuous services

Our Professional Services engagement is ideal for customers looking for support to implement RingCentral service in complex or multi-location business environments. Featuring a committed team of experts, RingCentral who will deliver a premium onboarding experience and extensive support to drive your business success.

- Pre-deployment consultations to understand your unique environment and requirements
- Personalised implementation and deployment plans designed specifically for your business needs
- Worry-free experience—industry experts design best practice processes to eliminate business down time
- Hands-on training for administrators and users to ensure smooth onboarding

## Extended Enterprise Services

RingCentral provides extended services with premium technical support, proactive network monitoring, and delegated administrative maintenance to ensure an efficient and sustainable business communications system.

- Dedicated Technical Account Manager and Customer Success Manager as your contacts to help you resolve account or technical issues
- Expedited technical support with heightened escalation process for timely resolutions
- Proactive case management, network monitoring, and notifications keep you on top of every issue
- Best practice recommendations to minimize phone downtime, business inefficiency, and improve IT performance

## Consulting Services

RingCentral Professional Services is an ongoing resource you can utilize at any point as a RingCentral customer. Our strategic and technical consultants will work closely with you to accelerate ROI and deliver an improved customer experience. With the expertise in cloud-domain communications, RingCentral Professional Services offers extensive planning, design, as well as custom deployment and integration automation to ensure your RingCentral service is evolving with your business needs.

For details about RingCentral Professional Services, contact RingCentral Sales at **0800 265 8964**.