

# Change your phone system without missing a beat

Transitioning to a new phone system shouldn't be a nightmare. That's why we've made smooth transitions a hallmark of our service. From our dedicated experts to our proven implementation process that addresses and anticipates every detail, we're there to assist you at every step.

Here's how we address common concerns to deliver an easy setup without hiccups.

## Will it be easy to set up?

We make setup easy regardless of your technical knowledge. We've created best practice implementation processes backed by a team of knowledgeable telecom technicians to guide you at every step. We handle everything from feature configuration and replicating complex call routing processes to porting numbers and training and education—all at no charge to you. Of course no matter which path you choose, you'll always have access to our online Learning Centre with easy-to-use tools, tutorial videos, and helpful articles.

## How can I be sure I'm getting the best voice quality?

Snazzy features and low pricing don't really matter if your calls sound choppy, distorted, or scrambled. We understand what causes poor call quality and exactly how to fix it.

It comes down to a few basic but critical factors.

### **A solid Internet connection**

For the best voice quality, we recommend using a high-speed DSL, cable, or fiber-optic connection. Fortunately, these services have become more commonplace and many providers now offer "business class" options that support VoIP traffic.

### **Having a QoS-enabled router**

Along with the right settings, it can eliminate issues such as latency by prioritising voice traffic over your network.

### **Expertise**

Our customer care experts work with you prior to purchase as well as during and after implementation to identify, diagnose, and resolve issues. We're also the only provider to offer RingQuality Active Assurance™ (RQA), a proactive monitoring service that detects issues before they become problems.

## Can I keep my existing phone number?

In a word, yes. Because the ease of transferring your number is partly dependent upon your existing carrier, we've created a simple, documented five-step process that we manage with you from start to finish. The process and the associated "do's and don'ts" guidelines help ensure everyone involved has the right information to process the transfer quickly. It starts with submitting an online form to provide information such as Account Holder Name, Billing Phone Number, and Account Number. We also provide the assistance of our Porting Department—a dedicated team of experts whose only focus is transferring client phone numbers.

## We're currently using an onsite PBX. Will I have less control with a cloud-based system because the hardware isn't in my office?

Frankly, it's just the opposite. Our customers actually have more control over their new cloud-based RingCentral system than they did over their previous PBX in an IT closet or hosted environment. With their PBX, they still had to rely on technicians to add lines, change routing, or enable features. RingCentral, customers have anytime, anywhere access to their system through an intuitive interface with onscreen buttons and tabs that they can modify themselves. They can even make changes on multiple devices, for example their computer or iPad.

## Will it work as promised?

We've upheld our promise of excellent call quality, reliability, and service for more than a decade for more than 350,000 customers. We know every customer's expectations are different, and we tailor our approach to ensure each business is successful with our phone system. Our guarantee? We offer a no-obligation, 14-day trial. It's easy to get started. If you order a desk phone, it will arrive in a few days Plug and Ring Ready®. It's all set up. Just plug it into your Internet router.

## Trust the leader in business class VoIP?

Any provider can sell you a phone system that works. The question is how easily they make it work in your environment. Easy transitions are just one reason companies chose RingCentral and remain loyal customers year after year. Just ask any of our more than 350,000 customers. To learn more, visit us at [www.ringcentral.ie](http://www.ringcentral.ie), or contact us today at **1800 200 335** to speak directly with a Solutions Specialist.

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*"Our key differentiator is that we provide customer service like no other estate and lettings agent. Many of our customers are people going through a highly stressful time, so we need to ensure we are always available to respond to any questions or concerns they have. Since implementing RingCentral's cloud-based telephone system, we've seen a huge improvement in customer satisfaction."*

**—Tony Deveney, Franchisee, Martin & Co (Rotherham & Chesterfield)**

## About RingCentral

Since 2003, **RingCentral** has been breaking down the communication barriers created by complex on-premise hardware. RingCentral's cloud phone system delivers business communications solutions that free people to work the way they want in today's mobile, distributed and always-on work world. Delivered on a state-of-the-art cloud infrastructure, RingCentral helps more than 350,000 customers thrive in a new world of work.