

Global Business Communications Made Simple, Reliable, and Affordable



Global success means being local everywhere, all the time.

It used to be that only a handful of mega-companies could be considered global. These multinational companies expanded their operations, offices, and employee groups beyond the borders of their home countries to establish physical presences internationally, distribute and market their products and services abroad, reduce production costs, and leverage offshore tax advantages.

Today, nearly any company, from SMBs to the largest enterprise, can go global. Rapid and reliable transportation has effectively eliminated distance as an obstacle, and communications breakthroughs have made conducting and managing business fairly easy.

With the emergence of the internet as a core business enabler and with its continuous evolution enabling new and better capabilities virtually every day, global businesses can always be open and customers' experiences can be local.

While business globalisation has grown remarkably over the past three or four decades, challenges to totally frictionless and optimally cost-effective global commerce remain. Key among these is the challenge of creating global communications systems that are seamless, easy to use and manage, extremely cost-effective, and agile and flexible enough to support businesses as they grow and change.

It's now possible to tackle that challenge by employing the efficiency, reliability, and ubiquity of the cloud.

The cloud eliminates legacy system complexity and constraints and reduces costs.

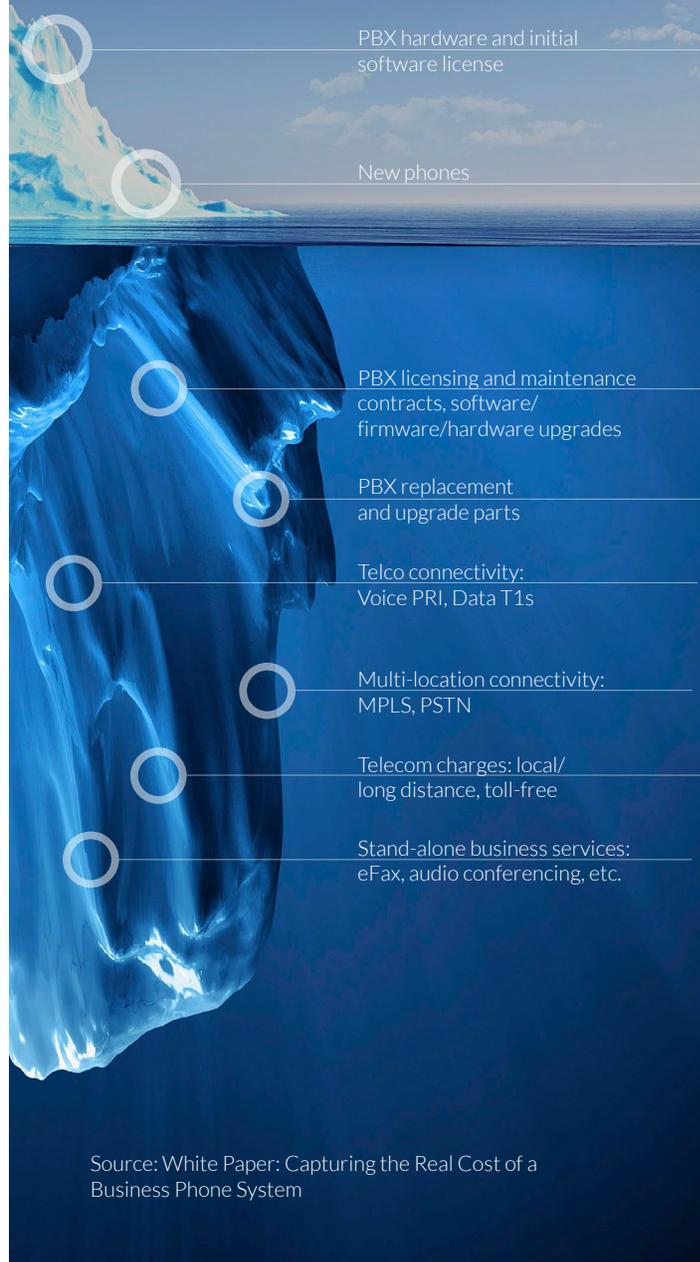
Typically, communications costs are among the top 20 expenses on an enterprise balance sheet. For CIOs, communications systems rank among the top five expenses. The total cost of ownership for traditional, on-premise phone systems can add up to \$1,000 per employee. Alternatively, a single, integrated, cloud phone system can slash your total cost of ownership by over 50%.

Beyond the substantial cost of ownership, legacy, premise-based systems can introduce unwelcome complexity and impose limitations that make it difficult for dynamic organisations with multiple locations, and distributed, often mobile, workforces to function efficiently, effectively, and competitively.

For example, global businesses never close. It's always normal business hours somewhere. And customers, wherever they're located, expect a *local experience* when interacting with your business. They don't care about where you're headquartered—only about your local presence, their local point of contact. But many legacy communications systems aren't built for these new realities. Instead, they seem designed to cause headaches among employees, CIOs, and other IT managers, customers, and business partners. Features, functionality, and call quality are often inconsistent from location to location. Costs and plan details for roaming users, particularly in global enterprises, can vary, leaving CIOs and other managers to try to make sense of stacks of bills from multiple carriers and vendors. Setting up new locations and provisioning employees can take months. Problems, when they arise, leave users and managers scratching their heads trying to figure out which equipment or service vendor to call for help.

When the world is your workplace and the legacy PBX system in the closet can't really cut it, it's time to move to the cloud.

The total cost of ownership of a traditional on-premise system can be startling, with hidden costs as shown below typically greater than your large initial capital expenditures for PBX hardware, software licenses, and phone.



You can solve global business communications challenges in the real world.

Consider the example of an organisation based in the UK with offices and employees not only located across the UK but also across Europe and beginning to expand into the US. In the past, and continuing even today, such an organisation would have to install PBXs in each location and would have to provision its global offices and workers with special international phone numbers and calling plans for each region. That means dealing with equipment vendors and carriers in each country or region and negotiating and managing office-based and mobile calling plans.

Of course, this is inefficient. This kind of pieced together “system” is a headache to manage—an avoidable headache. By leveraging the cloud, it’s no longer necessary to take this cobbled-together approach to your communications system.

The difference a cloud communications system can make.

In a global environment in which your entire enterprise must work and appear local everywhere, what you want and need is for all of your offices and all of your employees located around the world to be on the same secure communications network, accessing the same robust business features from a single business phone system. You need to provide a consistent voice, messaging, and collaboration experience across your global enterprise to increase productivity, reduce costs, and reinforce the local feel and experience of your brand.

RingCentral enables you to provide this consistent voice, messaging, and collaboration experience across your workforce to increase productivity while slashing your IT overhead.

RingCentral’s innovative technology solutions have been enabling efficient, cost-effective, and easy-to-use and manage business communications systems for over 15 years. Now, with the introduction of RingCentral® Global Office™, powered by the RingCentral Global Connect Network, you can manage all of your office locations worldwide from a single cloud phone system. *RingCentral Global Office is world-class, worldwide communications made simple.*

That means for a salesperson traveling from France to Denmark, for instance, making a call using RingCentral Global Office is a simple matter of dialing. The Global Office ecosystem provides employees with a zero-change environment. Wherever the salesperson is, whatever device he or she is using, the system and the experience are the same. Equally important for your customers is that wherever they are located, the experience of doing business with you is local. They call a local number. Or if you call them, they see a local number pop up on caller ID.

Likewise, for CIOs and system administrators, adding a remote office to the system is a cinch. Global Office is designed to enable the addition of a new POP anywhere in the world within a very short period of time. Make the decision on Monday, and by Tuesday morning that location is up and running, fully integrated and with local quality. And since all data is maintained locally, dealing with different regulations in different countries is largely a non-issue.



Solving global enterprise communications challenges

Customers speak out

“RingCentral has given us the freedom to untether ourselves from our desks. The RingCentral mobile app allows us to flip calls from our desk phones to our cell phones or simply use the softphone application. Now we can serve all of our customers at any time, worldwide.”

Jeff Kunkel, Jr.
Manager of Information Technology and Operations, Axial

[AXIAL STORY »](#)

“With RingCentral, we can get a new location up and running on our own in less than a week. With network and phone costs savings combined, we’ve saved half a million dollars annually.”

Rob Parsons
Director of Information Technology, Binswanger Glass

[BINSWANGER GLASS STORY »](#)

“RingCentral was the fastest, most painless deployment I’ve ever experienced.”

David Lachicotte
Facilities IT Director, DMEautomotive

[DMEAUTOMOTIVE STORY »](#)

Deliver a local presence on a global scale.

To effectively compete in the global marketplace, look for a service delivery network architected from the ground up to ensure unified, reliable, scalable, and secure business communications between globally distributed offices, employees, and customers. This is the key to delivering a high-quality local presence on a global scale.

RingCentral Global Network is designed to do just that. It allows you to:

- Seamlessly and securely connect your global workforce with carrier-grade quality
- Manage your global phone system and your remote users, and add new lines and extensions from a single administration portal
- Activate international numbers instantly as you need them
- Easily scale your phone system as your global business grows and changes
- Bundle minutes and flat fees to provide you with predictable costs month after month

Simply put, RingCentral Global Network powers workforce productivity and customer engagement. It enables an internationally dispersed workforce to feel like a single, integrated office, and enables a multinational enterprise to feel local to customers, wherever they're located.

Make your global communications system easy, reliable, and affordable.

Current on-premise communications systems are no longer feasible in an increasingly globalised business marketplace. Expanding to the world stage while setting up on-premise equipment and dealing with local carriers in multiple countries is complex, inefficient, and costly. There's no value in throwing money at hardware, software, and support services everywhere your organisation does business.

RingCentral Global Office can connect your global workforce across 79 countries while making your global enterprise feel and act like a single, integrated, local business.

RingCentral Global Office powered by RingCentral Global Connect Network takes you out of the communications infrastructure purchasing and management business, allowing you to focus on growing your actual business. It provides you with the global reach, scalability, agility, security, reliability, administrative simplicity, and cost-effectiveness you can only realise through a pure cloud communications system.

RingCentral Global Connect Network is unique. At RingCentral we've established our own backbone and developed our own peering relationships to provide carrier-grade reliability and quality of service. This allows us to interconnect directly with service providers, whether telcos or internet service providers. Our platform is our own, purpose-built to perform as a highly redundant, reliable, and secure global enterprise communication network. This is an important differentiator compared to our competitors who lease lines or outsource service delivery to others.

- We've established our own framework and set up the peering relationships with carriers necessary to provide local service in different countries.

RingCentral Global Office: unique and powerful

RingCentral Global Office connects your global workforce with a single, cloud communications system that features:

Simplified administration via a cloud-based/web-based portal that allows you to:

- Provision global users
- Configure global and local system settings
- Manage call routing
- Operate a global, multi-level auto attendant
- Produce consolidated global reports
- Provide a true "in-country" dialing experience with localised call routing and calling plans
- Facilitate simple user-to-user/ extension-to-extension dialing

Carrier-grade reliability on a global scale:

- Including POPs and media gateways in strategically located data centers around the world
- Employing peering agreements with local, in-country tier 1 internet service providers and incumbent PTSN carriers to enable number porting and provide enhanced quality of service
- Leveraging RTCP for real-time monitoring of voice quality at a global scale

- We handle the interconnects directly, so our customers are not burdened with having to set up their own PBX servers and manage multiple carrier service providers around the globe.
- Our framework removes the complexity and headaches CIOs and IT managers face when going global by employing a single, global cloud platform.
- We've handled all the regulatory hurdles, so we operate in compliance, providing emergency services where required or available in each country in which we provide service.

All of this translates into simplicity and cost-effectiveness for RingCentral customers.

Gartner recognised RingCentral as a leader in its [Magic Quadrant for Unified Communications as a Service \(UCaaS\) Worldwide](#) report published on September 3, 2015. The report states among other things that “RingCentral is one of the largest global UCaaS providers, supporting more than 300,000 companies,” and that “Users report good customer satisfaction.”

Add to that the [tremendous costs savings](#) RingCentral delivers over traditional on-premise business communications systems and the value proposition for migrating from the PBX closet to the cloud is overwhelming.

Simply put, RingCentral Global Network powers workforce productivity and customer engagement. It enables an internationally dispersed workforce to feel like a single, integrated office, and enables a multinational enterprise to feel local to customers, wherever they're located.

About RingCentral

RingCentral is the leading provider of cloud-based business communications and collaboration solutions. Easier to manage, and more flexible and cost-efficient than legacy, on-premise communications systems, RingCentral's cloud solution is meeting the needs of modern distributed and mobile workforces. Delivered on a state-of-the-art cloud infrastructure, RingCentral helps more than 300,000 businesses thrive in a new world of work by providing voice, messaging, text, conferencing, online meetings, team collaboration, a contact center solution, and seamless integrations with industry-leading software. RingCentral enables all businesses, from SMBs to enterprises around the world, to empower their workforces and engage with customers anytime, anywhere.