

RingCentral Professional Services™ Remote Engagement Implementation Packages

The right services to help you successfully plan, design, and implement your new RingCentral communications platform.

What is a RingCentral Professional Services Australian delivery support package?

Developing your communications platform to meet your business's unique requirements without business disruptions is more than just porting and connecting switches and boxes. It's about understanding your businesses communications requirements and the applications you will need to integrate with the RingCentral communications platform.

Designing, implementing, and managing solutions can become a time-consuming task with unforeseen challenges. The RingCentral Professional Services team partners with you to ensure a smooth and customised transition to your new communications platform. We have deep expertise in every stage of the project life cycle. By first identifying your goals, specific communications system requirements, and timelines, the RingCentral Professional Services

team offers the best practices and tools for your specific needs. The result is a project and implementation that is fine-tuned to optimise performance, accelerate return on investment, and ensure successful end-user adoption.

This extended service provides customers with the assurance of designated professionals for continued performance and quality of services, so you can spend less time managing your technology and more time growing your business. The service is ideal for companies that outsource their IT management or those needing specialised expertise in ongoing communications platform management and troubleshooting.

Who is eligible?

RingCentral Office® customers in Australia with up to 200 users.

Remote engagement*	Up to 50 users \$2,900 AUD	51-100 users \$4,500 AUD	101-200 users \$5,900 AUD
Planning and design	•	•	•
Project Coordinator	•	•	•
Onboarding	•	•	•
Number of locations	1 location	Up to 3 locations	Up to 3 locations

*Optional rate for on-site support \$1,600 AUD

Key features

- A dedicated Project Coordinator for the duration of the project and to manage the number port request
- A Planning and Design Engineer
- Remote network assessment
- Dedicated VIP training sessions highlighting RingCentral features and functions
- Remote user training
- Weekly status meetings with the Project Coordinator

Customer benefits

- A Project Coordinator to ensure scope and timeline remain on track
- Capture of specific details, including call routing, complete user profiles, and main and direct-dial numbers
- Network assessment and probe at one location for go-live readiness
- Customised advanced configuring to meet how you and your business work
- Proper end-user adoption

Australian delivery support packages overview

Planning and design—An engagement with a Planning and Design Engineer will focus on gathering the necessary client data to complete the system build-out, submit the port request(s), and ensure network readiness. Specific details include establishing call-routing details, completing user profiles, capturing an inventory of main and direct-dial numbers, and completing in-depth network mapping and topology. A detailed project plan with a complete scope and timeline will be shared with the end users and updated through project completion.

Project Coordinator—A designated RingCentral Project Coordinator will be assigned to plan, oversee, and document all aspects of a project to ensure the scope and timeline of each project remain on track for a successful implementation. The Project Coordinator will be responsible for the complete system build-out, multi-site coordination, number porting process management, and post implementation/end-user acceptance to RingCentral support.

Training—RingCentral will hold one to two remote sessions to train executives, receptionists, and employees on the features and functions of the handsets and RingCentral products (the RingCentral desktop and mobile apps, RingCentral Meetings™, and RingCentral Rooms™).

Optional

On-site engagement—RingCentral provides optional on-site engagement with group training for end-users and one-on-one trainings for critical path users, on-site support and troubleshooting during the port and go-live, plus final validation for system functionality and user adoption.

For more information, please contact a sales representative. Visit ringcentral.com.au or call 1800 940 745.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact centre solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, USA and has offices around the world.