

RingCentral 2021 customer success metrics



Deploying cloud communications, collaboration, and contact center solutions is not just good for improving connections, it is great for driving value across the business. Tapping into our global customer community, RingCentral surveyed RingCentral customers to learn the business value derived across four categories of metrics: return on investment and general business, cost reduction/IT, employee productivity and business agility, and business process improvement/workforce mobility.

The results of the survey are summarized across 14 metrics that you can use as benchmarks for your own deployment objectives.

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
ROI and general metrics					
ROI (%)	33	55	78	55	Overall ROI from using RingCentral
Time to payback (in months)	21	18	15	18	Number of months to achieve ROI
Increase in customer satisfaction (%)	31	50	80	53	Increase in customer satisfaction with RingCentral
Total cost of ownership (TCO) metrics (%)					
Decrease in telecommunication costs	18	35	50	40	Decrease in telecommunication costs with RingCentral solutions
Decrease in hardware costs	25	50	50	41	Decrease in hardware costs with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
Total cost of ownership (TCO) metrics (%)					
Decrease in IT spend	5	15	40	23	Decrease in overall IT costs with RingCentral
Employee productivity and business agility (%)					
Decrease in in-person meetings	50	50	63	58	Decrease in the number of in-person meetings
Increase in meeting effectiveness	35	70	83	55	Increase in meeting effectiveness
Increase in employee productivity	24	50	81	55	Increase in employee productivity
Decrease in application toggling	50	50	63	63	Decrease in time to toggle from application to application
Business process improvement and workforce mobility (%)					
Increase in employee mobility	80	100	100	77	Increase in percentage of users that can work remotely
Increase in resource access	50	50	63	58	Decrease in time to access resources
Increase in information access	34	48	62	48	Decrease in time to access information
Decrease in ramp-up time	5	8	10	13	Decrease in time for employees to ramp up

Source: RingCentral Customer Success Survey conducted from December 2020–January 2021. Survey respondents included 28 nonprofit customers (61% business executives and decision makers) randomly selected from RingCentral customers across all business segments from the US, Canada, and the UK. This material is provided for informational purposes only, on an “as-is” basis, and is subject to change. The information is not warranted as to its merchantability, completeness, accuracy, or fitness for a particular purpose. RingCentral does not represent, warrant, undertake, or guarantee that the use of this information will lead to any particular outcome or result.

For more information, please contact a sales representative. Visit ringcentral.com/customer_success or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) platform. RingCentral offers three key products in its portfolio including RingCentral Office®, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; Glip®, the company’s free video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral Contact Center™ solutions. RingCentral’s open platform integrates with leading third-party business applications and enables you to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

© 2021 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.