RingCentral Professional Services™ overview
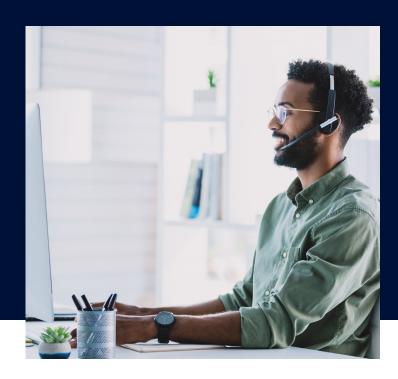
Get the right services to help you successfully plan, design, and deploy your RingCentral communications platform.

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 business's communications requirements, the applications that will need to integrate with RingCentral, the services it delivers, and what's next.

The RingCentral Professional Services team partners with you to get the most out of your communications platform. Our team has deep expertise in every stage of deployment. Whether your business has multiple locations, complex network infrastructures, limited in-house IT resources, or requirements for minimal business disruption, RingCentral can optimize your investment. By first identifying your goals, the RingCentral team will offer the right level of support—from an implementation advisor to complete end-to-end services. The result is a communications platform that is fine-tuned to boost performance and business efficiency.

Professional Services offerings

Key information	Basic Implementation	Standard Professional Services	Full Professional Services
Implementation Advisor	●	●	●
Project Manager	●	●	●
Porting Team	●	●	●
Planning and Design Architect	●	●	●
Custom roles	●	●	●

Key information	Basic Implementation	Standard Professional Services	Full Professional Services
Custom templates	○	●	●
Custom call flow design	○	●	●
Custom user profiles	○	●	●
Remote admin trainings	○	●	●
Remote user trainings	○	●	○
On-site user trainings	○	○	●
On-site deployment	○	○	●
Network assessment	○	●	●

Professional Services offering details

Key information	Basic Implementation	Standard Professional Services	Full Professional Services
Implementation Advisor	RingCentral advisor that will guide the customer through the setup of RingCentral.	○	○
Project Manager	○	Dedicated Project Manager using PMI methodology.	Dedicated Project Manager using PMI methodology.
Porting Team	○	Works with the porting project management to manage expectations and ensure correct documentation.	Works with the porting project management to manage expectations and ensure correct documentation.
Planning and Design Architect	○	On-site or remote Planning and Design team member. Works with customer to develop full project plan and requirements of their system.	On-site or remote Planning and Design team member. Works with customer to develop full project plan and requirements of their system.
Custom roles	○	Advisor helps explain and build custom roles with customer.	Advisor helps explain and build custom roles with customer.
Custom templates	○	Advisor helps explain and build custom templates with customer.	Advisor helps explain and build custom templates with customer.

Key information	Basic Implementation	Standard Professional Services	Full Professional Services
Custom call flow design	•	Customized call flow designed with the customer.	Customized call flow designed with the customer.
Custom user profiles	•	Customized user profiles designed with the customer, such as how the phone rings, how voicemail-to-email works, etc.	Customized user profiles designed with the customer, such as how the phone rings, how voicemail-to-email works, etc.
Remote admin trainings	RingCentral trainer explains how to administer the system.	RingCentral trainer explains how to administer the system.	RingCentral trainer explains how to administer the system.
Remote user trainings	•	Customized training from RingCentral trainer on how to use the system.	•
On-site user trainings	•	•	Customized training from RingCentral trainer on how to use the system.
On-site deployment	•	•	RingCentral on-site resource sets up phones, trainings, and troubleshoots.
Network assessment	•	Network probe and a 5-day data gathering process. Concludes with a network architect readout and document of recommendations.	Network probe and a 5-day data gathering process. Concludes with a network architect readout and document of recommendations.

Get the most out of your RingCentral service with our expert consultants.

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

RingCentral®