Employees crave connection—with their teams, with each other. And there are literally thousands of apps trying to help them collaborate. The problem is, if those apps aren’t unified through a single platform, those connections never happen—and your organization never reaches its potential.

Disconnected apps, disconnected work.
Wasted time at work costs billions of dollars a year.

- Up to 60 minutes a day navigating between apps
- Half searching for information in different apps

That’s up to 32 days per year

69%
56%

Find searching for information in different apps disruptive

Amount of annual revenue believed to be lost because of poor integrations and lack of resources, according to 57% of respondents.*

Up to $500K

To collaborate, integrate.
From the ashes of a broken system, a unified experience shall arise.

THE THREE DANGERS OF APP OVERLOAD

1. LOSS OF PRODUCTIVITY
   - Different apps for call management, email, tasks
   - Can’t internally log calls
   - No call history for IT

2. POOR CUSTOMER ENGAGEMENT
   - Lack of unified experience with business apps
   - Can’t obtain sensitive data on employees, customers
   - No analytics during or after calls to drive communication insights

3. POOR ROI
   - Onboarding new apps can be costly
   - Managing too many apps can be confusing

POOR CUSTOMER ENGAGEMENT

66%

of workers want a single platform for all their communications.

WORKERS BELIEVE A UNIFIED PLATFORM WILL HELP THEM:

- Achieve a better workflow
- Increase productivity
- Improve the overall contact center experience

TOP FIVE BENEFITS OF AN INTEGRATED APPROACH

- 54% time savings
- 52% increased productivity
- 51% better communication with customers
- 51% increased productivity
- 31% feeling of control over work

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Learn more about powering your applications with RingCentral by visiting the app gallery at Ringcentral.com/apps

*2019 State of Ecosystem and application integration report, Cleo

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