RingCentral Professional Services™

Advanced Solution Architecture

Platform design, documentation, and migration planning services

Overview

A unified communications cloud platform offers numerous advantages in terms of cost, efficiency, security, and reliability. In order to realize these benefits, there are often significant technical challenges to overcome during the migration of existing infrastructure and home-grown and off-the-shelf applications. Your implementation strategy needs to take into account the needs of your IT team and end users while not placing undue burden on them.
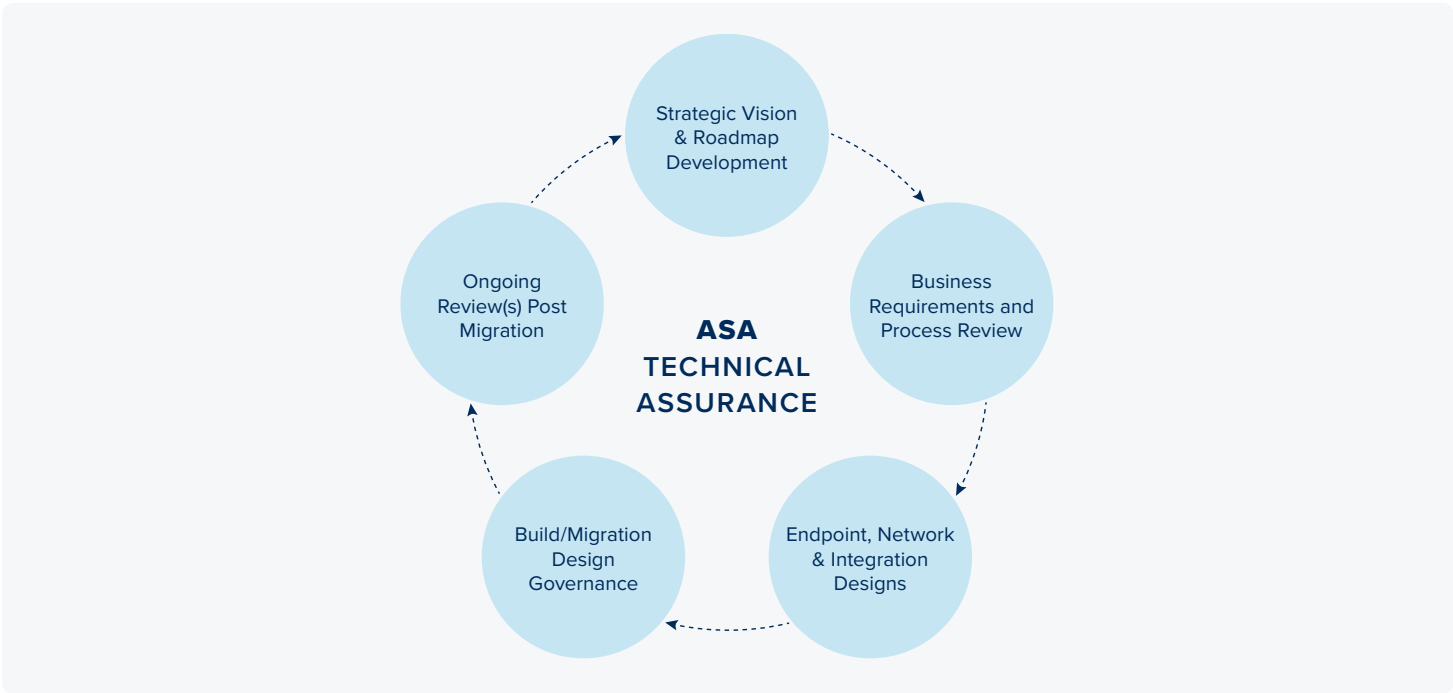
Advanced Solution Architecture (ASA)

RingCentral's ASA team provides world-class expertise in platform and technology integration design and network architecture planning to meet your specific technical and business requirements. Our ASA experts will meet with your technical and business teams to define the requirements in alignment with architectural standards and best practices. We generate actionable documentation to keep implementation teams on track across disciplines, guiding the process through final implementation. ASA deliverables outline a clear path through your cloud journey that shields your IT teams and end users from pitfalls that may occur during the migration and frees up your staff for strategic work that moves your business forward. And since the ASA team is

part of RingCentral, you can be assured that all your RingCentral products will work in unison, enabling you to get the full value out of RingCentral.

Some successful examples of past ASA work include:

1. Creating design documentation and technical governance for RingCentral Office® and RingCentral Contact Center™ global migrations

2. Building custom integration designs for on-premises and cloud-based systems

3. Assisting customer developers with incorporating RingCentral APIs to home-grown applications

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ASA service deliverables: Features and benefits

Components	Description	Benefits
Enterprise architecture	An ASA technical expert to peer with your team's enterprise architects to facilitate a complete understanding across the platform, solution components, and technologies.	Get a thorough investigation of existing systems and requirements that identifies areas of importance and defines planning to accelerate the RingCentral platform adoption.
Platform solution design documentation	Holistic documentation that captures the requirements and design of the functionality, technology, integrations, security, and failover.	Build consensus and understanding with all parties and stakeholders by defining the solution in easy to understand terms.
Architectural drawings	A layered model of the business, application, data, and technology that defines milestones during the migration and is customized for your solution.	Ensure your organization's compliance and standards are aligned with your actual business requirements across geographic and application dependencies to ensure best practices and drive definition of work packages and project planning.
Network architecture and integration design	Document-specific network requirements and custom integration flows for migration into the cloud platform.	Get detailed design and implementation of critical integrations within your enterprise network and the RingCentral platform.

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

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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