

RingCentral for local government and UK cities



Meeting the challenges of local authorities and
modern cities through digital transformation

Demanding digital

By reinventing delivery through a digital first approach, local governments can improve services to citizens whilst driving essential cost savings.

Technology has changed and is continuing to change the entire landscape for local authorities and cities. Today's citizens are not only comfortable with technology but view it as the simplest and most convenient way to interact with friends, businesses, and public services. This is translating into citizens expecting local governments and cities to provide more joined-up services available through any device. This drive towards greater citizen involvement and personalisation is a paradigm shift for the way

that local authorities and UK cities interact with their residents, as well as being an opportunity for delivering efficiencies.

Given the increase in online interactions, digital transformation in government is no longer about simply innovating, but about managing scale, operational efficiency, and ensuring taxpayer value for money while user expectations, technologies, and suppliers' services are rapidly shifting.

LOCAL GOVERNMENT CHALLENGES AND SOLUTIONS

Cloud technologies offer new challenges and opportunities in every part of local government. We take a pragmatic approach to government cloud communications to meet your challenges in five key areas:



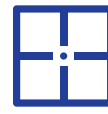
Customer experience

Improving citizens' experience of local services through digital self-service, greater personalisation, and ease of interaction.



Operational excellence

Collaborating and sharing information to deliver improved outcomes for vulnerable citizens and local authority staff.



UK public service reinvention

Transforming service models that take advantage of new, agile, digital technologies and ways of working to drive efficiencies.



Cost control

Moving from an on-premises telephony solution (PBX) to the cloud is generally a major source of cost savings to local authorities.



Trust and compliance

Safeguarding critical infrastructure, data, staff, and citizens in an evolving threat landscape with effective cyber security.

In the context of the unprecedented scenarios like COVID19, cloud-based software as a service (SaaS) becomes crucial in ensuring demands for scalability and reduced cost, as well as simpler integration of digital services, automation, efficiency,

and improved interactions. [Read this Forrester report](#) that uncovers that customers who migrate from on-premises PBX systems to RingCentral cloud products save on average about 42%.

How Can RingCentral UK Help?



RINGCENTRAL HELPS YOU EASE PROCUREMENT AND BUDGET CHALLENGES

RingCentral has a deep understanding of public sector budget and procurement processes. We are RM3808 (Network Services 2) and G Cloud compliant, and offer UK data localisation and data residency. We are SSAE 18 certified and have SOC 2/ISO 27001 compliant data centers. **We also offer the flexibility to choose either a CapEx purchasing option if the best approach for budgeting is a capital expenditure or an OpEx model that can free up precious resources to apply to other areas that need improvement.**

RINGCENTRAL IS AN EASY WAY TO ADOPT THE GOV.UK'S CLOUD FIRST POLICY

Since its launch in 2013, the [Cloud First policy](#) has been one of the government's flagship technology policies and an important point in the [Technology Code of Practice](#). The policy says that public organisations should evaluate cloud solutions first before

considering any other option. RingCentral is a pure cloud, cost-efficient collaboration suite that aligns with the UK government's direction to leverage the cloud to consolidate services and optimise efficiencies through cloud economics of scale.

RINGCENTRAL KEEPS YOUR DATA IN THE UK

Our local data center enables more UK organisations to take advantage of cloud communications to enhance the customer experience while controlling customer data. The [RingCentral data center in the UK](#) removes barriers to innovation for industries with high data security requirements, while providing in-country failover, including the same 99.999% uptime trusted

SLA that customers around the world have come to expect from RingCentral. UK data localisation is available upon request to all RingCentral customers. Contact your RingCentral account manager for details.

[Review RingCentral on GOV.UK's G Cloud Digital Marketplace.](#)

RINGCENTRAL MOBILISES YOUR WORKFORCE AND MODERNISES YOUR COMMUNICATIONS

RingCentral's market-leading unified communications platform enables employees to collaborate internally or with external stakeholders from anywhere on any device. Features include HD quality video, enterprise-grade voice calls, instant messaging, screen sharing, whiteboarding, file sharing,

unlimited cloud storage, task management, web sharing, internet fax, voicemail to email, integrations with over 250+ cloud applications, and call centre omnichannel capabilities as needed.

RINGCENTRAL DELIVERS RELIABILITY UNDER ANY CIRCUMSTANCE

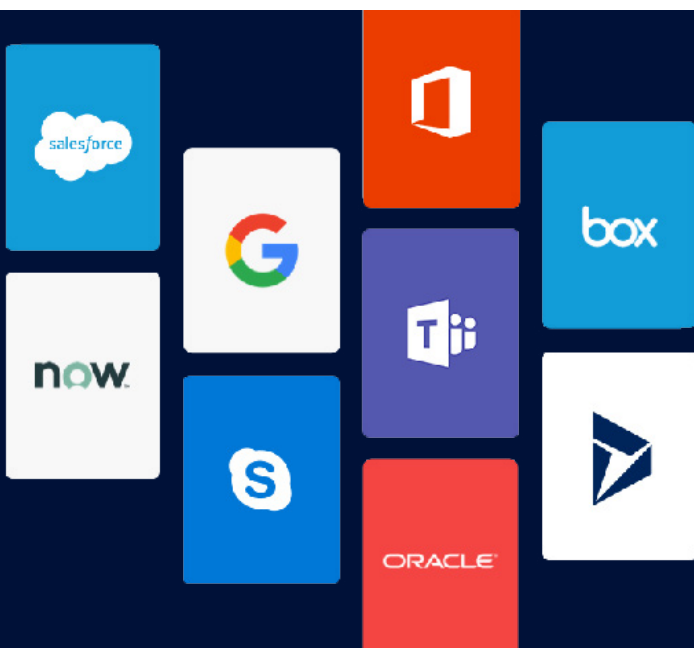
With built-in redundancies, RingCentral enables you to engage your employees without disruption or delay, even in adverse environmental or technical conditions. That means that whether you are dealing with an environmental event such as a flood or notifying employees of an active threat such as a gas leak, you

will reach the right people, on as many channels as you need, as quickly as possible with critical information and instructions. RingCentral's 24/7 support is always available to answer any questions or concerns.

RINGCENTRAL INTEGRATES AND CUSTOMISES TO IMPROVE EFFICIENCY, SERVICE, AND INSIGHT

RingCentral's [open platform](#) integrates commonly used applications such as email ([Microsoft Office, Outlook and Teams direct routing](#)), file sharing (Box, Google Drive), virtual classroom technology, and more, whether you choose a standard or

custom solution. Not only does this streamline interactions, it allows you to enrich your constituent picture by seamlessly capturing important data for analytics, reporting, and future strategic planning.



RingCentral has hundreds (200+ apps) of pre-built **plug-and-play integrations** to all your mission-critical applications and thousands of APIs and custom-built integrations. Say goodbye to app complexity and hello to cloud ease.

RINGCENTRAL TRULY FUTURE-PROOFS YOUR ICT INFRASTRUCTURE

Gone are the days you have to worry about “end of life” or “end of support” technology. You pay per month per user to guarantee that every 90 days, RingCentral will launch new

features to keep you current with communications, bug fixes, and update patches, and provide continuous improvements to your ICT systems.

RINGCENTRAL HAS INDUSTRY-LEADING CLOUD SECURITY

In general, data in a cloud environment can be secured with as much confidence as data in a closed enterprise network, provided the system is equipped with appropriate protective measures and is well maintained. With [seven layers of application security](#), RingCentral gives you added peace of

mind by instituting robust security measures at every level of our architecture and processes. These include the physical, network, host, data, application, and business processes, as well as the enterprise level of your organisation.

RINGCENTRAL GIVES YOU COMPLETE CONTROL OF YOUR SERVICES THROUGH REAL-TIME AUTOMATED DASHBOARDS AND ANALYTICS

Robust [automated dashboards](#) allow you to proactively monitor and troubleshoot call quality issues impacting your national users in real time. Access to near real-time data allows you to proactively troubleshoot and correct quality issues before they become disruptive to your organisation.

Our expertise is more than “just cloud”. RingCentral can strengthen the link between local government, small businesses, and UK residents to allow for greater collaboration, problem solving, and benefit sharing between all three.

[RingCentral is a 5x leader in the UCaaS Gartner Magic Quadrant](#), recognised for our industry-leading technology,

manageability, and reliability. We have over 20 years’ experience implementing, managing, and improving mission-critical cloud communications for customers across all sectors and have helped over 400,000 customers and millions of users migrate to the cloud. Our celebrated customer onboarding and end-to-end migration support is notable to our success in the UK. RingCentral has the cloud migration expertise to help define a viable path to the cloud for your government applications and data.

RINGCENTRAL FOR THE MODERN COUNCIL



For more information, please contact one of our solution experts. Visit ringcentral.co.uk or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud Message Video Phone (MVP), customer engagement, and contact centre solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.