

RingCentral

RINGCENTRAL.CO.UK

Open Cloud Platform

Innovate faster than ever.



Cloud native. Customer native. Just like you.

Like most enterprises today, you need a contact centre platform that can scale securely, deploy quickly, and help you give your global customers the great experience they deserve with every interaction. All built in the cloud.

RingCentral Open Cloud Platform is your answer. With RingCentral, you get the industry's best published service level agreement of 99.99%, along with over 100 pre-built, pre-tested integrations. You even have an easy way to create your own custom integrations, using over 350 APIs, the same RESTful application programming interfaces (APIs) that we use to build our own applications, and the support of an interactive developer community. Plus you can take advantage of the broadest level of certifications in the industry, including PCI Level 1, GDPR, SOC2, SOX, FedRAMP, and others.

WITH RINGCENTRAL OPEN CLOUD PLATFORM, YOU GET:



**Pre-built
integrations**



**An extensive collection
of RESTful APIs**



**Fully documented and productised
API suite ready to use**

DEPEND UPON UNPARALLELED SECURITY, SCALABILITY, AND RELIABILITY

RingCentral Open Cloud Platform helps contact centres of all sizes serve customers anywhere in the world, with the assurance of:



**Certifications to provide
maximum security for your data**



**The ability to scale up and down
based on your seasonal needs**



**Industry-leading uptime
for systems and infrastructure**

The RingCentral RESTful APIs are easy to understand and consume. Using the sample code, you can quickly integrate the API into your applications.

A CLOUD PLATFORM YOU CAN COUNT ON

Work confidently with industry-leading reliability

RingCentral has the industry's best published service level agreement.

- 99.99% SLA uptime for systems and infrastructure
- Minimise lost revenue—no more system or infrastructure downtime.

- High customer satisfaction and a reputation for reliability—connected calls stay connected
- Active-active with immediate failover

Rely on the highest security and compliance certifications

RingCentral maintains numerous industry certifications to ensure that your cloud contact centre solution provides maximum security.

- RingCentral is registered with the Information Commissioner's Office (ICO)
- Payment Card Industry (PCI) Level 1 and Level 2 compliant environment under the Payment Card Industry Data Security Standards (PSI DSS), validated by an experienced third-party Qualified Security Assessor (QSA)
- General Data Protection Regulation (GDPR)
- Service Organisation Controls 2 (SOC2)

- Other industry standards RingCentral meets or exceeds security and compliance requirements with leading protocol adherence include:
 - FedRAMP
 - Information Security Registered Assessors Program (IRAP)
 - Cyber Essentials
 - Sarbanes Oxley Act (SOX)
 - Health Insurance Portability and Accountability Act (Data Protection Act/HITRUST) Section 508
 - Cloud Security Alliance (CSA) STAR Level

Customise and integrate with ease

Essential for an end-to-end contact centre solution, RingCentral offers continuously expanded, updated, well-documented, and tested APIs plus pre-built integrations and a wealth of partner solutions.

- The same RESTful APIs for your use that our own developers use for building our product
- Extensive, interactive documentation and support, at no additional cost

- The ability to execute APIs against your own data directly
- Pre-built integrations such as the RingCentral Contact Centre™ for Salesforce streamline CRM integration, so you can deploy the solution in just hours, not days or weeks
- Seamless integrations with RingCentral Office® enable easier, faster collaboration between contact centre agents and subject matter experts across the organisation.

Global scale, local feel

Connect immediately with your customers using flexible multinational options.

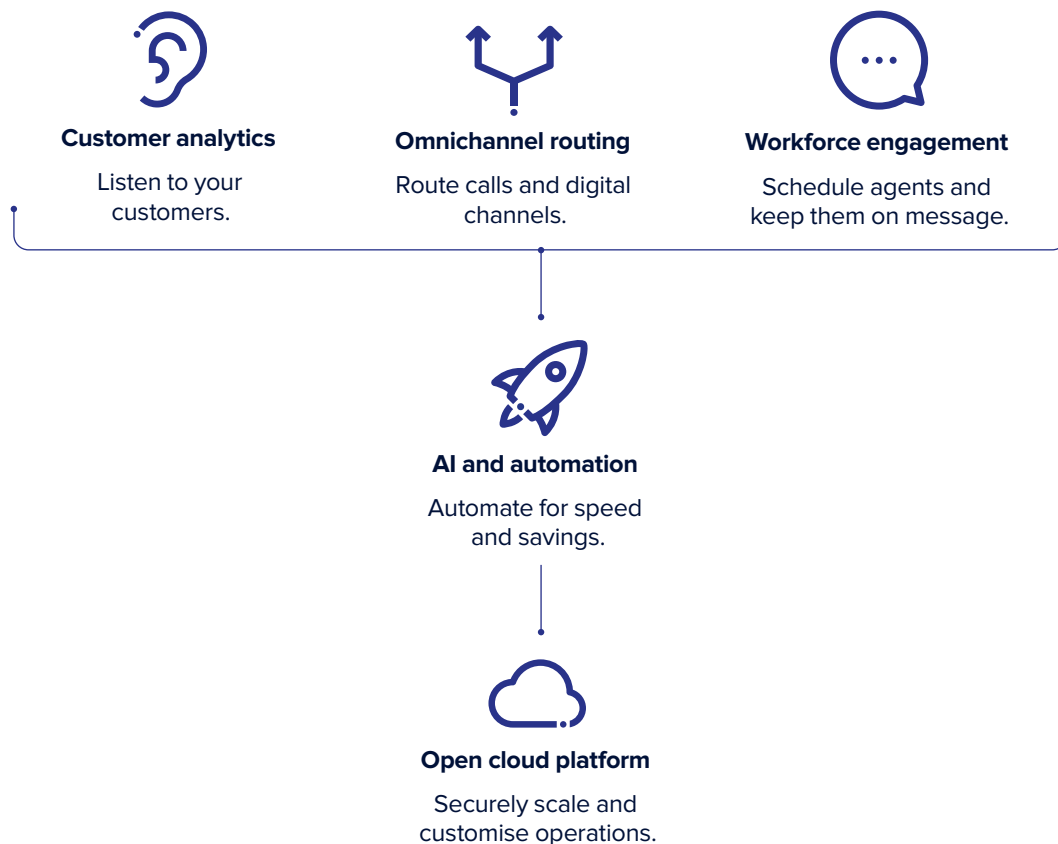
- Crystal-clear connections with hosted voice and data services and voice quality SLA guarantee
- Freephone numbers and local numbers in over 100 countries
- Flexible cloud data storage options, even long-term archiving

- The ability to deploy locations and agents anywhere on the globe and simplify language support for your contact centre environment
- Flexibility to support global service with interfaces available in 10 languages (Chinese, English, French, German, Italian, Japanese, Korean, Brazilian Portuguese, Russian and Spanish) for RingCentral Contact Centre (including Reporting)

EVERY GREAT EXPERIENCE STARTS IN YOUR CONTACT CENTRE

Be first and stay first in your industry with RingCentral Contact Centre, the world's leading cloud customer experience platform. Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class customer analytics, omnichannel routing, workforce engagement, automation, and artificial intelligence—all built on an open cloud platform. With RingCentral, moving faster and working smarter becomes your first advantage.

Only RingCentral delivers one unified experience, on one cloud native platform, along one proven path—all from one leader.



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 unified communications (message, video, phone), 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.