

# Global Success Means Being Local Everywhere, All the Time

While business globalisation has grown remarkably over the past several decades, organisations have struggled to achieve frictionless and cost-effective scaling. Key among these challenges has been creating cohesive global communications systems that are seamless, easy to use and manage, cost-effective, and flexible enough to support enterprises as they grow and change.

With the efficiency, reliability, and ubiquity of the cloud, RingCentral can connect your workforce across more than 100 countries, making your enterprise feel and act like a single, integrated, local business.

## The cloud eliminates legacy system complexity and constraints and reduces costs

On-premises communications systems are no longer feasible in an increasingly globalised business marketplace. Expanding to the world stage while setting up on-premises equipment and dealing with local carriers in multiple countries is complex, inefficient, and costly. There's no value in throwing money at hardware, software, and support services everywhere your organisation does business, especially when those systems do not cohesively work together to unify your global organisation.

Beyond the substantial cost of ownership, legacy premises-based systems can introduce unwelcome complexity and impose limitations. This makes it difficult for dynamic organisations with multiple locations, and distributed, mobile workforces to function efficiently, effectively, and competitively.

For example, global businesses never close. It's always normal business hours somewhere. And customers expect a local experience when interacting with your business. But many legacy communications systems are not built for this new reality. Features, functionality, and call quality are often inconsistent from location to location. Costs and plan details for roaming users, particularly in global enterprises, can vary. And managers get saddled with trying to make sense of multiple bills from multiple carriers and vendors. Furthermore, setting up new locations and provisioning employees can take months. If there are problems, users and managers must try and figure out which equipment or service vendor to call for help.

RingCentral Global Office™ takes you out of the communications infrastructure purchasing and management business, allowing you

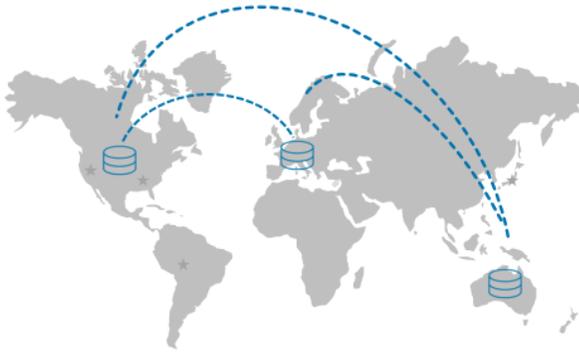
to focus on growing your actual business. It provides you with the global reach, scalability, agility, security, reliability, administrative simplicity, and cost-effectiveness you can only realise through a pure-cloud communications system.

With over 20 years of experience, our enterprise-grade communications solution enables you to manage all your office locations worldwide from a single cloud platform. RingCentral Global Office provides you with a consistent voice, messaging, and collaboration experience across your workforce to increase productivity while slashing your IT overhead.

### RingCentral Global Office lets you:

- Make **international calls** between your company's extensions at no extra charge.
- Enjoy **comprehensive billing** and service in a single currency across all offices.
- Share **flexible calling plans**, with metered minutes within supported countries and regions, across locations.
- **Reduce costs** associated with IT management and maintenance.
- Bundle minutes and flat fees to provide you with **predictable costs** month after month.
- **Manage all of your sites either centrally or locally**, dependent on your preferences.

## Global locations, multiple systems



## Global locations, a single cloud solution



### Deliver a local presence on a global scale

RingCentral Global Office allows a multinational enterprise to feel local to customers, wherever they may be. By doing the heavy lifting up front in every country and handling the regulatory hurdles where service is offered, RingCentral makes it easy for you to operate in compliance globally, navigate local regulations, add local dial plans and numbers, and offer emergency calling around the world. We employ peering agreements with in-country Tier 1 internet service providers and incumbent PSTN carriers to enable number porting and provide enhanced quality of service. In addition, we offer:

- Global Office and extended virtual presence with local numbers in 100+ countries
- Local language support in 10 languages
- Local shipment for devices with region-compliant power supplies
- Regional auto attendant, call queue, and shared lines to global offices for handling calls locally
- Local data storage to ease difficulties of dealing with different regulations across countries

### RingCentral powers productivity for your global workforce

RingCentral Global Office empowers your employees with advanced meeting, calling, and productivity tools, enabling an internationally dispersed workforce to feel like a single, integrated office. By using the same communications and collaboration tools at each location, users are provided a consistent UX/UI and can easily communicate with colleagues worldwide from any device.

In addition, RingCentral provides enhanced productivity benefits via:

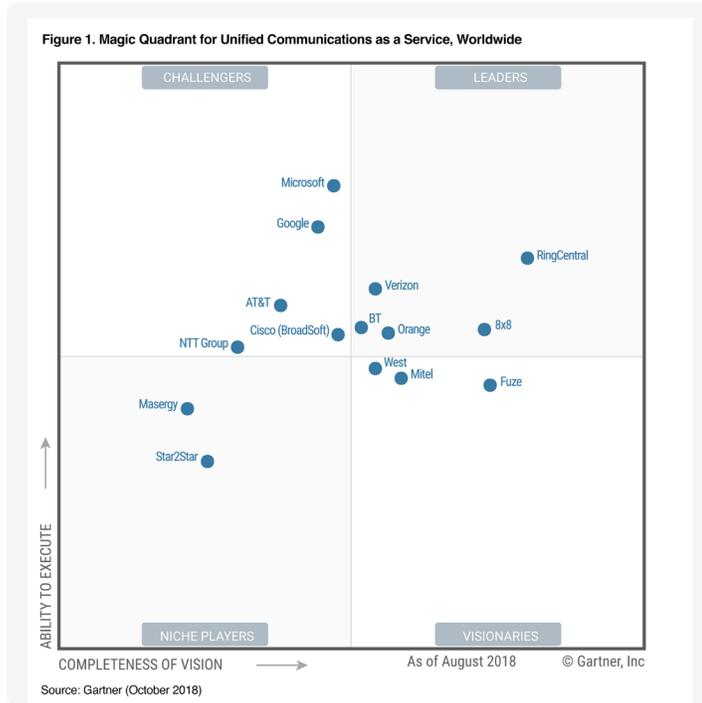
- 130+ out-of-the-box integrations and open APIs so users can easily connect to the tools they prefer to use
- Customisable analytics for process improvement and insight into your global business
- Full system transparency and key operational quality of service metrics in near real time to monitor your phone system's global health and accurately diagnose issues impacting your users

## Easily deploy a reliable global communications and collaboration system

At RingCentral, we've built our own framework from the ground up and developed our own peering relationships with carriers necessary to provide enterprise-grade reliability. Our platform is built to perform as a highly redundant, reliable, and secure

enterprise communications network and ultimately removes the complexity and problems that CIOs and IT managers face when going global.

## A Gartner recognised industry leader



Gartner recognises RingCentral as a Leader in its Magic Quadrant for Unified Communications as a Service (UCaaS), Worldwide report for four consecutive years since 2015.

## Customer success story

Box deployed RingCentral Global Office for telephony at its offices around the world. “As we add more employees and offices in different locations, we require a solution that consolidates our enterprise communications in the cloud for voice and web meetings and offers the agility to grow. RingCentral addresses this while

delivering a very high standard of reliability, security, and quality to successfully run our global business.”

—Paul Chapman CIO, Box

Read more at: <https://www.ringcentral.co.uk/whyringcentral/casestudies/box.html>

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For more information, please contact a sales representative. Visit [ringcentral.co.uk](http://ringcentral.co.uk) or call 0800 098 8136.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today’s mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact centre solutions. RingCentral’s open platform integrates with leading business apps and enables customers to easily customise business workflows. RingCentral is headquartered in Belmont, California, USA and has offices around the world.



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