RingCentral

Digital government: modernising UK public sector ICT infrastructure

IMPROVE ENGAGEMENT WITH RINGCENTRAL'S UNIFIED PLATFORM

Offering channel-of-choice communications that are flexible, reliable, cost-efficient, and consolidated.

RINGCENTRAL HELPS EASE PROCUREMENT AND BUDGET CHALLENGES

RingCentral has a deep understanding of public sector budget and procurement processes. We are SSAE 18 certified and have SOC 2/ISO 27001 compliant data centers. We are RM3808 compliant, G Cloud 12 compliant, and offer UK data localisation and data residency.

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 DELIVERS RELIABILITY UNDER ANY CIRCUMSTANCE

With built-in redundancies, RingCentral enables you to engage your constituents 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 hurricane, or notifying constituents of an active threat such as a gas leak, you will reach the right people, on as many channels as possible, 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 and Teams), 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 public service picture by seamlessly capturing important data for analytics, reporting, and future strategic planning.
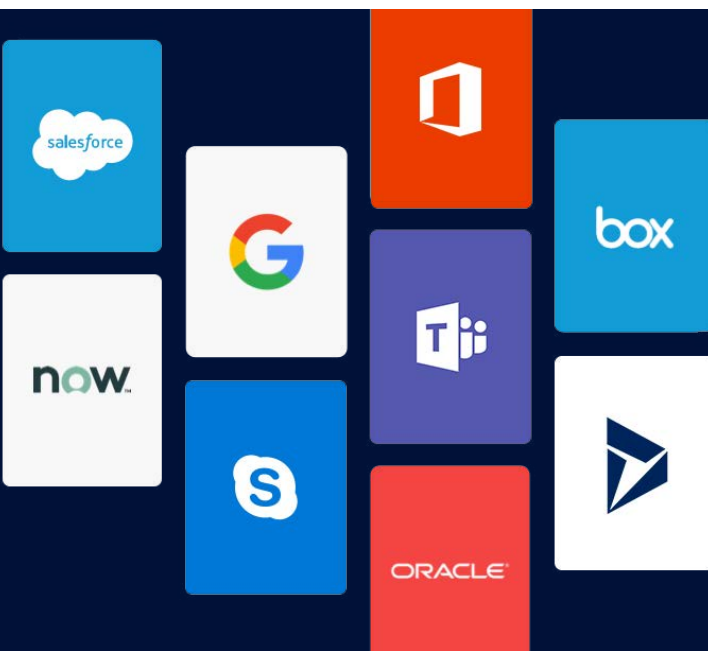
RingCentral has hundreds (250+) of pre-built **plug-and-play integrations** to all your mission-critical applications and thousands of APIs and custom-built integrations. Say goodbye to app complexity and hello to cloud ease.

RINGCENTRAL IS AN EASY WAY TO ADOPT 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. Organisations are free to use other options but need to demonstrate that alternatives offer the right levels of security, flexibility, and value for money. 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 economics of scale.

RINGCENTRAL KEEPS YOUR DATA IN THE UK

UK government organisations can move faster and embrace cloud technology while resting assured that their user and customer data resides securely within the UK borders. 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 country have come to expect from RingCentral.

> UK data localisation is available upon request to all RingCentral customers. Contact your RingCentral account manager for details.

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. And policy-based technologies such as role-based authentication are offering public servants powerful new options for safeguarding resources.

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.

Enterprise organisation

Business process

Application

Data

Host

Network

Physical

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

Our 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.

RINGCENTRAL FOR UK PUBLIC SECTOR

Outbound contact centre
Engage citizens, patients, and community members

Digital customer service
Implement a cloud-first strategy

Inbound contact centre
Integrate and customise to improve efficiencies, service, and insight

Messaging
Ease procurement and budget challenges by adopting cloud

Cloud PBX
Connect care teams, service teams, and frontline workers seamlessly

Video meetings
Promote reliability under any circumstance, reduce travel costs

RingCentral

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 business cloud communications and contact centre based on its Message Video Phone™ (MVP™) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP™ combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video™, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.

RingCentral UK Ltd. 85 Uxbridge Road, 4th Floor, Ealing, London, W5 5TH, UK

RingCentral