



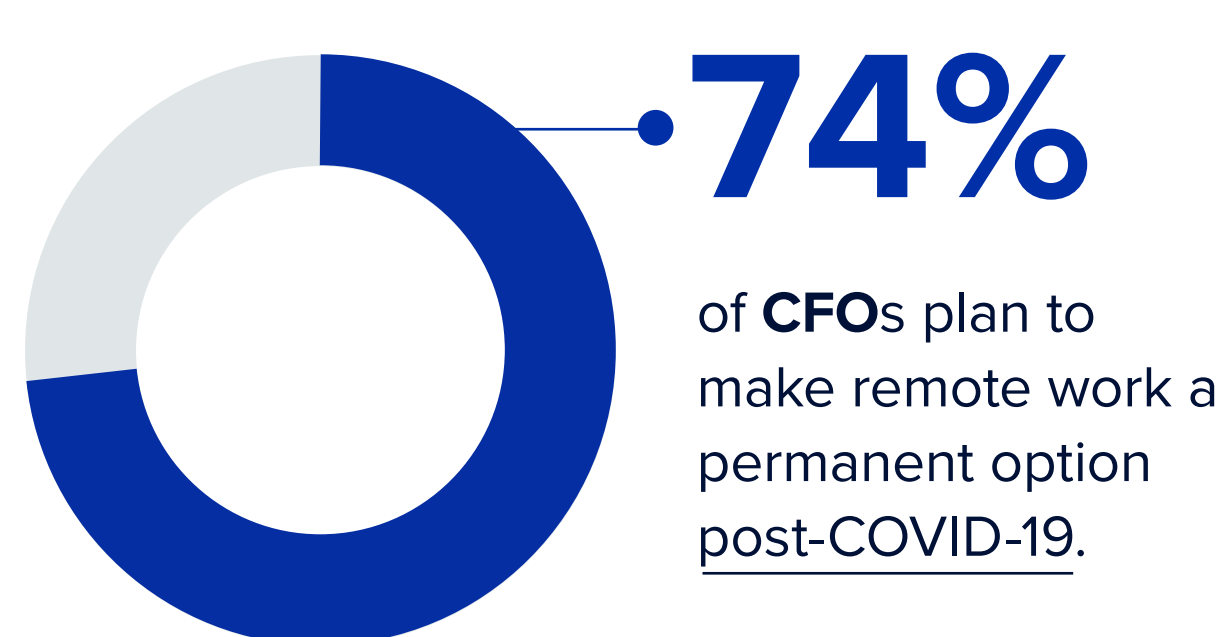
RingCentral

5 things you'll need in your collaboration solution

In WFH 1.0, you scrambled to adopt work-from-home solutions amid COVID-19.

In WFH 2.0, however, you'll need permanent solutions to support your growing remote workforce.

Find these five traits in your next collaboration solution, and you'll hit the ground running.



01. Cloud or bust

- **Mobility:** Cloud solutions work anywhere and on any device.
- **Scalability:** Find a service that grows with you and your business needs.
- **Cost:** Predictable per-user costs. No legacy hardware to maintain, and updates are automatic.
- **Global availability:** Overseas communications can be complex. The cloud simplifies it.

02. Message, video, phone, together

- **Connected:** A single, unified solution = easier and more powerful.
- **Context is king:** Information stays with you regardless of communication modes.
- **Easy to switch:** Jump from messaging to calling or video with a single click.
- **Reduce app overload:** Switching apps costs a lot of time—and time is money.
- **Single vendor:** Easier to manage, update, scale, and find support.

03. Built for resilience

- **Carrier-grade reliability:** 99.999% uptime is the gold standard.
- **Disaster recovery:** Keep operations moving through any natural disaster or outage.
- **Operational monitoring:** All back-end infrastructure should be proactively monitored 24/7.

04. Committed to security

- **Enterprise-grade security:** Security is a culture. Look for multiple layers of protection.
- **Compliance standards:** Look for regional and industry compliance standards (FCA, GDPR, HITRUST, Skyhigh CloudTrust rating, and SOC reports).

05. Open integrations

- **Out-of-the-box:** Streamline workflows using integrations with critical business apps (Salesforce, Microsoft, Google).
- **Custom:** Look for open APIs to build custom integrations for proprietary software.

Ready for the workplace of tomorrow

The hastily adopted solutions of WFH 1.0 provided a crash course in remote work, and we learned what's really needed to succeed in this new era. With remote work quickly becoming the new normal, now's the time to take what we learned to build a strong foundation for the road ahead.

The right solution can ensure that the collaboration needs of your remote workforce are met and that your organisation is ready to welcome the workplace of tomorrow.

