

## On-prem to cloud contact centre migration

RingCentral's guide to solution assessment and delivery

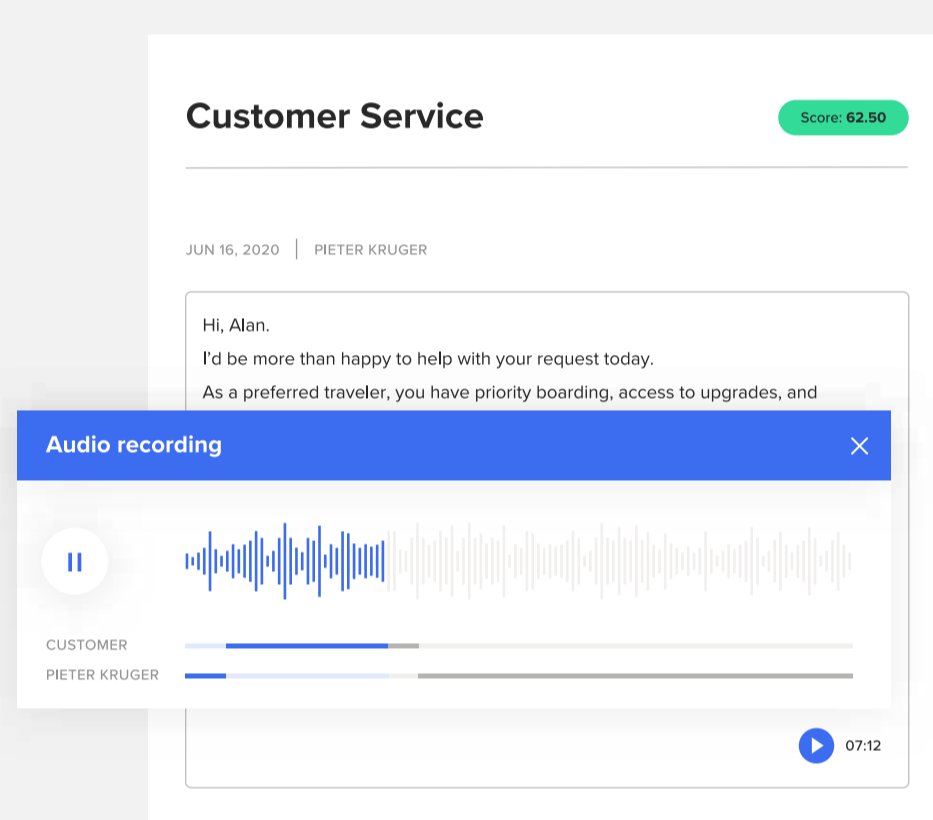
### THE PROCESS

The RingCentral Professional Services™ team of experienced engineers and transition experts has successfully guided many organisations through the transition from on-premises to cloud-based systems for contact centre, telephony, and collaboration solutions.

Deliver new functionalities, optimise existing processes, and add business integrations on the fly with minimal impact to the existing operation. With this cloud infrastructure solution, there is no operational interruption to install new hardware components or replace broken ones.

#### 1. AUDIT

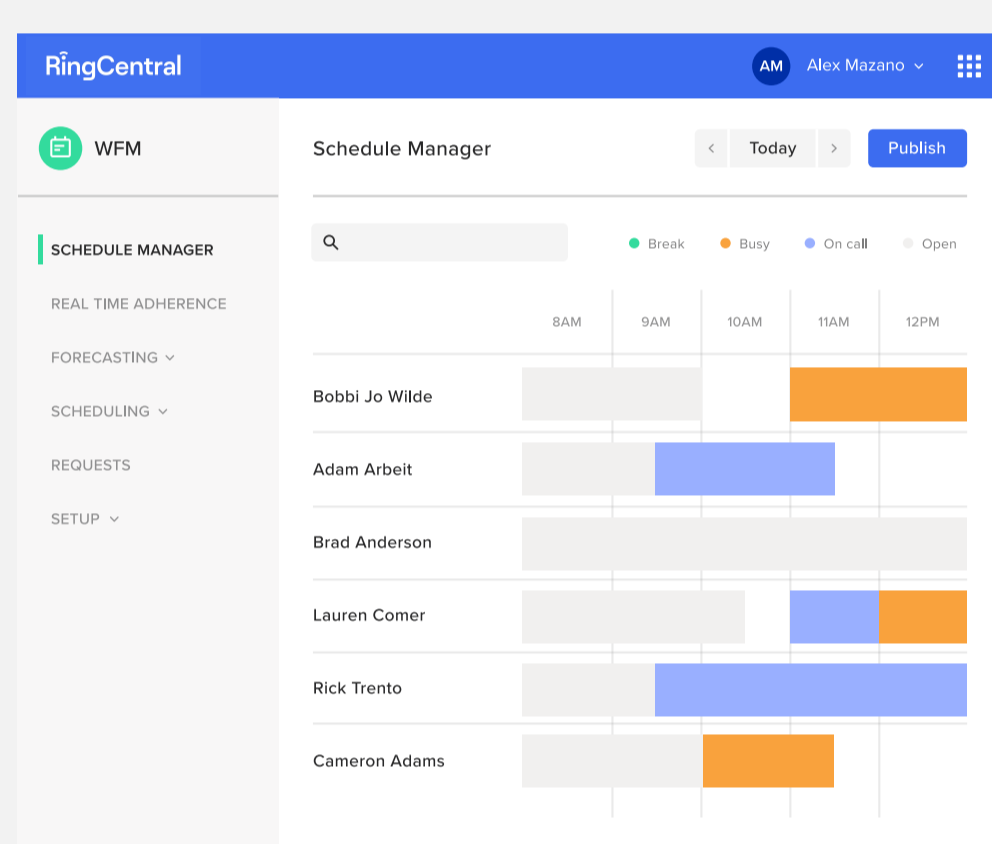
Your dedicated RingCentral team will conduct a complete audit of your infrastructure and requirements to establish a well-organised process that will lead your business towards a successful cloud-based contact centre deployment.



- Current voice platforms
- Adjunct application integrations
- Voice and data network infrastructure
- Network readiness assessment
- Endpoint inventories
- BC and DR processes
- Security and compliance requirements

#### 2. ANALYSIS

Together with your business, RingCentral will analyse routines and engagement rules in place that are most beneficial to meeting operation improvement goals.

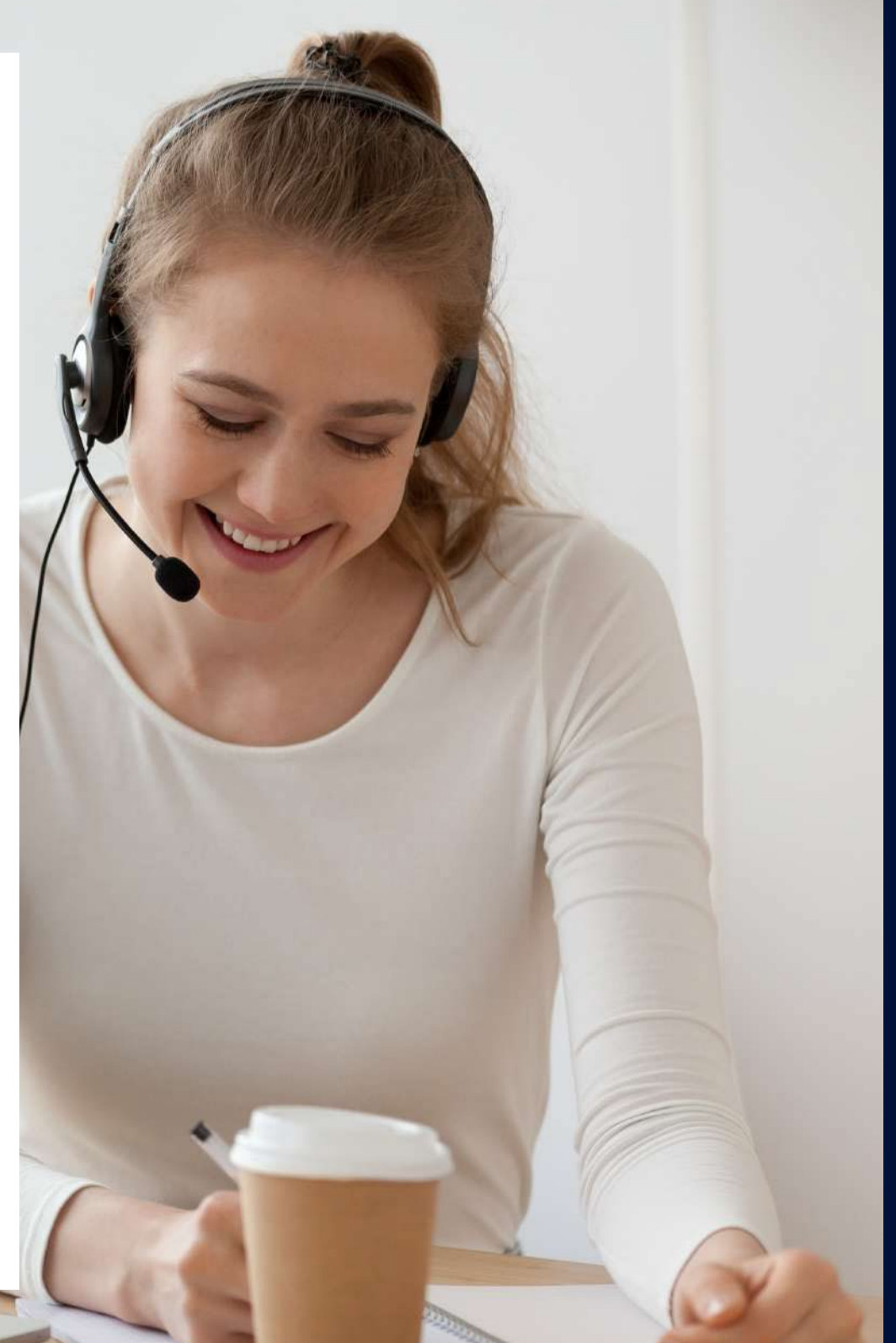


- Business process review
- Data mapping to RingCentral
- Integration compatibility
- User personas
- Network traffic and user patterns
- Call flows and routing
- Reporting requirements

#### 3. PLANNING & DESIGN

Your RingCentral team will develop a blueprint for your new enterprise with a strategic plan for every phase. They will clarify roles and responsibilities cross-functionally and cross-departmentally.

- Strategic migration planning
- Defined milestones
- Project plan
- Architecture and business requirement documentation
- Resource assignment



#### 4. DELIVERY

To achieve operational efficiency, agents will all be trained on using new phone devices, interfaces, and how to benefit from integrations. Managers and supervisors will be trained on setting up and configuring the contact centre operational tasks so they can work more independently from IT.

- Technical governance
- Platform and integration build-out
- Implementation of reusable assets
- Porting application
- System and user-acceptance testing (UAT)
- Training delivery