

FACT SHEET

Ringcentral RingEX

Bringing teams and customers together on a secure and reliable cloud communications platform

Technological advances have transformed how businesses work with others, but it's not only digital transformation that has been driving this change. As of 31 January 2027, Openreach will turn off ISDN and analogue PSTN services. PSTN telephone networks will be switched off, and Voice over Internet Protocol (VoIP) networks will replace legacy PSTN services, furthermore adjusting how businesses stay connected.

What is RingCentral RingEX?

Wavenet has selected RingCentral to address the key issues businesses are currently facing.

RingCentral is the industry leader in cloud communications, enabling organisations to provide exceptional customer experiences through connected, empowered and engaged employees.

RingCentral RingEX (Message, Video, Phone) is an industry-leading business communications platform with integrated instant messaging, video conferencing, and cloud PBX. Empowering businesses to streamline internal collaboration and better connect with their customers.

What does RingCentral RingEX deliver?

Combining the best in UCaaS and CCaaS telecommunications, RingCentral provides cloud-based phone solutions, contact centre, video and call recording, mobility, SMS and omnichannel functionality.

RingCentral RingEX meets the needs of modern businesses to embrace a future fit technology stack, enable remote working, reduce costs and exceed customer expectations. This solution seamlessly integrates all your essential business applications and allows customers to communicate, collaborate and connect in the way they want – on any device, anywhere, anytime.

Why RingCentral?

- Seamless team collaboration
- World-class security and reliability
- RingCentral is a leader in the 2023 Gartner® Magic Quadrant™ for UCaaS
- A leader in ESG, in 2022, RingCentral received a rating of AA (on a scale of AAACCC) in the MSCI ESG ratings assessment
- A fully featured stand-alone offering, but it can also be used to complete a Microsoft Teams environment. It also provides a choice for Mitel MiVoice Business customers wanting to adopt a public cloud CCaaS solution

RingCentral is recognised as a leader in the industry



A leader in the 2023 Gartner® Magic Quadrant™ for UCaaS



Peer Insights Customers' Choice - 2021



IDC MarketScape names RingCentral a Worldwide Leader for UCaaS Service Providers for Enterprise and SMB - 2021



#1 in Omdia UCaaS North America Scorecard for fourth year in a row



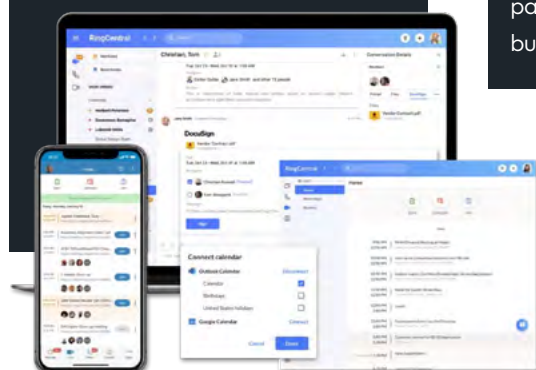
Ranked #1 in 2020 Frost & Sullivan UCaaS RADAR



Total Economic Impact of RingCentral Contact Centre

RingCentral RingEX provides:

- A unified, collaborative hub for team messaging, video meetings and telephony
- Enterprise-grade security and unmatched reliability with a 99.999% uptime SLA
- A global footprint across more than 40 countries
- 250+ out-of-the-box integrations with business apps and open APIs for custom needs
- Simple and centralised web-based user and system administration
- Advanced analytics and insights
- Access from anywhere on your device of choice - desktop, tablet, or mobile
- Cloud-based communications where the entire infrastructure will reside in secure, redundant, and geographically distributed data centres, which are managed 24/7 (providing carrier-grade reliability), eliminating the need for PBX hardware, wiring and maintenance



Why Wavenet?

- Wavenet has more than 30 years' of experience in delivering unified communications solutions for UK customers across every industry sector
- In addition to providing a leading public cloud solution with RingCentral, our customers can benefit from the full range of Wavenet products. Whether that be an upgrade to fibre connectivity, replacement of WLR assets or a mobile solution to support your hybrid working requirements, our specialists can provide a full-service wrap to suit your needs
- As a RingCentral Diamond Partner and Certified Delivery Partner, we can design, deliver and support the full range of RingCentral's solutions
- Skills and expertise – support from a large number of skilled engineers and consultants throughout the UK, especially on the transition from traditional WLR services to future-proof technology
- End-to-end expertise – from business strategy to end-user support
- Simple cost control – access to our free online account management portal, Wavenet MyAccount
- Experienced in public sector deployments, and we are registered on many PSN frameworks as preferred suppliers

Have you thought about...?

Connectivity – We can also help you with cost-effective, manageable and flexible connectivity. Our SD-WAN and MPLS-based networks deliver a quality of service over the core network so that applications and data can be prioritised according to the importance of the business

Mobile – We have the most competitive commercials for mobile solutions in the marketplace today for devices, smartphones and accessories with flexible payment methods that suit you and mobile device management (MDM) solution

Training – our in-house experts at Wavenet will tailor and deliver a training package designed to help your staff use the technology effectively so that your business is able to reap all the benefits of the solutions you implement

Let's talk 0333 234 0011

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FACT SHEET

Ringcentral RingCX

AI, omnichannel contact centre, and unified Communications for a Complete customer experience

In uncertain macroeconomic conditions, businesses need to find a balance between saving money and providing great customer service. This means investing in the right tools, communication channels, and technology to improve customer service without sacrificing quality.

With rising customer expectations customers want quick and accurate answers from knowledgeable agents through their preferred communication channels on their first interaction with businesses.

What is RingCentral RingCX?

Make customer experience your competitive advantage with RingCentral RingCX.

This next-generation solution combines cutting-edge RingSense™ AI technology, an omnichannel contact centre, and RingCentral EX unified communications to deliver personalised customer journeys across various touchpoints. Give your agents and customers the best experience of your business by transforming your contact centre into a customer experience hub with all the data you need in a centralised place.

What does RingCentral RingCX deliver?

RingCX delivers AI-driven capabilities across 30+ channels, enhancing customer engagement with personalised conversations and intelligent routing.

A powerful API suite to fit into any environment with prebuilt integrations to leading CRM systems, including; Salesforce, Microsoft Dynamics, and ServiceNow.

It supports extensive integration with 400+ APIs and 120+ tools for customised deployments. The solution optimises operations through native workforce management, quality monitoring, and real-time analytics while supporting remote and hybrid agents.

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Total Economic Impact of RingCentral Contact Centre

RingCentral RingCX benefits

Increased agent productivity with AI automated processes

This all-in-one, easy-to-use contact centre solution streamlines tasks, allowing agents to work more efficiently.

Enhanced customer experience

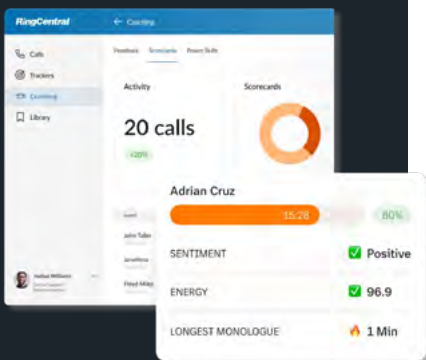
Empowered and engaged agents deliver quicker, more personalised service, leading to faster issues resolution and improved customer satisfaction (CSAT) scores.

Peace of mind

Providing 99.999% reliability SLA (Service Level Agreement) and multiple layers of enterprise-grade security, ensuring system reliability and data protection.

Improved agent satisfaction

Happier agents result from a more efficient, supportive work environment, leading to better performance and retention.



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