

# About RingCentral, Inc.



RingCentral harnesses the power of the cloud to help today's modern, mobile businesses communicate faster, smarter, and more effectively than ever before. Built on a secure and reliable cloud communications and collaboration platform, RingCentral goes beyond cloud PBX, combining voice, team messaging, collaboration, video conferencing, online meetings, and contact center capabilities. Available across multiple devices—from smartphones, tablets, and computers to desk phones—RingCentral's unified communications as a service (UCaaS) solution scales globally, making it easy to administrate across countries from a single platform. With a robust set of open APIs, RingCentral enables businesses to seamlessly embed communications into custom or everyday business applications, improving workflow productivity. Businesses worldwide rely on RingCentral to connect their workforces, build relationships with customers, share knowledge, and get work done—how they want, wherever they want.

- Publicly held company (NYSE: RNG)
- 2,200+ workforce globally
- 12+ years of R&D in developing and operating an open cloud platform
- Partnerships with leading carriers, including AT&T, TELUS, and BT, to deliver solutions to their business customers
- Master Agent partnerships with Ingram Micro, Intelysis, AVANT, and TechData, to name a few
- Leadership, product, engineering, and operations teams with extensive experience and success in cloud computing
- Global reach, supporting customers worldwide with true in-country local dialing

## Solutions summary

### The new collaborative workforce

- All-inclusive cloud communications solution with HD voice, video, messaging, conferencing, and fax capabilities
- Team workspace with fully featured messaging, collaboration, file sharing, and task management, integrated with RingCentral Office
- Fully mobile user experience across any device, including Android™, iOS®/Apple Watch® app

### Global communications that scale

- Ability to add global geographies to existing account with the click of a button through Global Office™ solution
- Single, easy-to-use, centralized interface for managing all offices and users
- Flexibility to scale up or down with business demands

### The power of an open platform

- Ability to embed communication functionality into workflow applications for increased productivity
- Integrations with leading business applications, including Salesforce®, Google, Box, Okta, Microsoft Office 365™, Oracle, and Zendesk®
- Customization and design of systems, by customers, with RingCentral Connect Platform™

### Personalized customer engagement

- Omnichannel interaction via voice, chat, messaging, and email through RingCentral Contact Center
- Skills-based routing, advanced IVR, and real-time analytics
- Easy integration with popular CRM applications

### Technical details

- Carrier-grade reliability with enterprise-grade quality of service (QoS)
- Open cloud computing platform with unlimited scalability
- Powered by the Global Connect Network, a unique service delivery architecture that is scalable, secure, and ensures high-quality service across geographies
- Industry-leading security systems and processes with quarterly audits
- Multiple state-of-the-art data centers located in the US, Europe, and Singapore
- CloudConnect service that allows enterprises to connect directly to the RingCentral cloud
- TRUSTe certified
- Operates in accordance with HIPAA

**Gartner**

A UCaaS Magic Quadrant Leader



Forbes 2017 America's Most Trustworthy Companies



TMC 2017 Unified Communications Product of the Year Award



2017 Frost & Sullivan Company of the Year



2016 TMC Internet Telephony Product of the Year Award  
RingCentral Office recognized as exceptional VoIP product

**500**

Technology **Fast 500**  
2016 NORTH AMERICA  
**Deloitte.**

Deloitte Technology Fast 500™ RingCentral recognized as one of the fastest growing technology companies in North America



Total Cost of Ownership study illustrates a 182% ROI for enterprises

# Customers, carriers, and partners

## Customers



"Gartner believes RingCentral to be the top UCaaS provider across multiple metrics, such as supported endpoints, revenue, number of UCaaS employees and capital investment."

—Gartner, August 2015–2017

"The numbers don't lie here, and illustrate nicely why RingCentral has both the necessary completeness of vision and the ability to act on that vision to make it a Leader in the Magic Quadrant study. With these points in hand, it's safe to assume that RingCentral will carry on in its push to control the market."

—TMCNet Unified Communications, August 2016

## Carriers



"Cloud communications for the office is the RingCentral bailiwick, and the readers of PCMag agree it provides a great service worthy of an honorable mention."

—PC Mag, March 2016

## Channel partners



"Not only have we reduced the operational headaches of managing multiple, single-point communication solutions, but we've also cut communications and conferencing costs by 80 percent since moving to RingCentral."

—Box CIO Paul Chapman, August 2016

## Integration partners



"Considering the company's product and go-to-market momentum, we believe the company can sustain 25–30% top-line growth and reach \$1 billion in revenue in 4–5 years. We reiterate our Strong Buy rating."

—Raymond James Financials, September 2016



## RingCentral®

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