



Fast Facts

NYSE	EGHT
Employees	1,000+
Revenue	\$253.4M USD (FY17)
Data Centres:	15
Patents	150
Website	8x8.com/au

8x8 provides a truly unified cloud communications platform to help business run at the new speed of their customers' expectations.

We're doing business in the age of the customer. And those customer expectations have never been higher. At 8x8, we believe that to win in business today, every company must be a customer-obsessed, lightning-fast, truly unified machine.

But too many companies are forced to segregate customer interactions and employee communications. Not here. 8x8 breaks down the communication silos between sales, service, help desks and customers to get your people working together seamlessly. By delivering a completely unified communications, collaboration and contact centre platform, 8x8 unleashes the collective power of your enterprise to accelerate time to resolution.

Designed for the Challenges You Face

8x8 helps business solve critical challenges to:

- Improve employee productivity and increase customer satisfaction and loyalty
- Free up IT resources, with maintenance-free communications and easy deployment
- Unify communications and collaboration throughout your whole business
- Integrate mobile devices such as smartphones, tablets and laptops into your communications strategy
- Capture and make full use of all your communications data—for faster, better decisions
- Connect offices, teams and employees on every continent with a global cloud communications system
- Address compliance and privacy requirements such as HIPAA, FISMA and Privacy Shield
- Keep costs low and productivity high, with one easy-to-use, fast-to-deploy system

“We needed a true enterprise communications partner that offered the highest levels of uptime and security to successfully run our global business. 8x8 offers the critical efficiencies we need to help us drive a new level of service as we scale our worldwide presence.

Doug Brown,
CIO, NetSuite

Truly Unified Cloud Communications

Solutions

8x8 Virtual Office Editions—Unify customer service, help desks and employees across the company with a truly unified communications system which blends an inbound and outbound contact centre with a full featured business communications and collaboration suite to accelerate time to resolution company wide. 8x8 Virtual Office Editions offers one of the most flexible, complete communications solutions the market.

Products

8x8 Virtual Office—Get your entire company working together with mobile and enterprise-class unified communications and collaboration features. Improve productivity with auto attendants, mobile apps, chat and presence. Turbo-charge collaboration with web and HD video conferences that instantly help your team connect with customers, suppliers, and each other, no matter where they are.

8x8 Virtual Contact Centre—Provide your customers with an exceptional experience with a global cloud contact centre solution. You'll have the tools to take control of the customer experience: omni-channel interactions, IVR, call recording, monitoring, workforce optimisation and much more. Pre-built integrations with CRM and ERP solutions put critical customer information at your agent's fingertips for quicker interactions and improved customer loyalty. Put your agents everywhere—and easily manage them from anywhere.

8x8 ContactNow—The intelligent, energetic and easy-to-use cloud contact centre solution for teams. Quickly and affordably deploy contact centre capabilities in minutes with a beautiful and intuitive web-based interface. Drag-and-drop IVR tool plus a rich inbound call management and powerful outbound campaign manager make 8x8 ContactNow the perfect solution for small businesses.

Breakthrough Innovation

Real-time Analytics—Turn information into opportunity, with the information generated by your communications. Make more informed business decisions with the intelligence and insights gleaned from easy-to-use real-time analytics, monitoring, dashboards, reports and tools.

Pre-Built Integrations and APIs—8x8 has pre-built integrations with dozens of business apps, including Salesforce, Zendesk, Microsoft Dynamics, NetSuite, Bullhorn and more. In addition, 8x8 offers a number of open APIs that allow customers and partners to seamlessly connect across clouds, embed and customise communications into business workflows, and connect intelligently to share data to optimise existing investments and increase the pace of innovation.

8x8 serves more than 1 million business users in over 150 countries. 8x8 has developed its own comprehensive suite of services, backed by more than 140 patents. That means rapid deployment, greater scalability, faster innovative and differentiated services to power your business.

Gartner

EIGHT-TIME UCAAS
MAGIC QUADRANT
LEADER 2012-2019

iHS

#1 UCaaS
PROVIDER
2014-2017

skyhigh

8X8 RECEIVES
ENTERPRISE-READY
CERTIFICATION



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