# **8x8**

These 8x8 Customers are Experiencing the New Speed of Business.

Communications. Transformed.

# Global Expansion

### Customers Are Going Global Today

More and more companies today are becoming international brands. They realize that just targeting one market is not enough. Many think globally and are always looking for opportunities to increase market share and reach new customers, diversify into new, growing markets and even tap into new sources for materials and talent. While there are many challenges, the right technology from 8x8 can make it possible.

The next couple of pages showcase examples of how we've helped customers expand their global footprint.





### IWG/Regus and 8x8-A Partnership in Global Business Growth

Regus is the world's largest provider of flexible workspaces. When it was looking to expand internationally, the company turned to 8x8 because of its innovative technology roadmap, global presence, business mobility, call quality and the robust features of its solutions. While it began with an initial implementation of 8x8's unified communications solutions in late 2015, Regus has since deployed 20,000+ unified communications seats to select Regus offices in the U.S., UK, Ireland and Germany and also uses 8x8's Virtual Contact Center services across six continents.

### Advantages of the 8x8 solution include:

- Advanced and reliable communications.
- Seamless administration with access to connected devices and valuable data.
- Automated, on-demand services to Regus clients worldwide.
- Flexible, efficiently scalable solution to meet future growth.



By partnering with 8x8, we are able to offer our customers an innovative and cost-effective communication and collaboration service. As a Gartner Magic Quadrant Leader, 8x8 was a natural choice to give our customers the level of quality and service they expect from Regus.

#### Andre Sharpe, Chief Information Officer, Regus



## Handles International Recruitment, Cuts Phone Costs by 40%

Tangent International is a global recruitment company for the technology industry with projects and access to skilled staff in 175+ countries. To work efficiently, the company needed a communications system with a global reach. Tangent needed to improve its communication system and add time-saving functionality without interrupting service or paying for an expensive upgrade. By migrating to the cloud, 8x8 made the implementation process painless-one engineer installed the solution in just over a day, and Tangent's team was quickly briefed on the highly intuitive system.

### Advantages of the 8x8 solution include:

- Remote capabilities that maximize employee productivity.
- HD videoconferencing reduces travel, protects the environment and enhances recruitment.
- CRM integration through the 8x8 API enables click-to-dial—making recruiters more efficient.
- In addition to cutting costs, call quality and functionality dramatically improved.



### **Simon Dear** CEO, Tangent International

# Rapid Growth

### Growing Fast—Maintaining Agility and Flexibility

For almost every company today, the competitive landscape has changed and continues to shift with technology advances. Most companies must continue to focus on their core business, and as priorities shift, have the ability to remain agile and open to change to enhance future growth. 8x8 can help with its advanced solutions for communications systems. With 8x8, your enterprise can achieve rapid growth and provide employees with the agility they need—moving from IM to voice to video to web conferencing with one click inside a single application.

The next couple of pages showcase examples of how we've helped customers grow and prosper.





### Supports Dramatic Growth-Boosts Efficiency

One in every 60 home purchases in the U.S. goes through Movement Mortgage—recently recognized as the fastest growing mortgage bank in the country. With more than 650 locations across the U.S., Movement Mortgage had outgrown its legacy telephone system and had a patchwork communications system with latency issues, poor voice quality and too many dropped calls. The burden on its own IT team, customer service and ability to scale quickly was significant. After an extensive competitive review, the company turned to 8x8 and today branches are all interconnected across one cloud communications platform.

#### Advantages of the 8x8 solution include:

- Unified communications across the entire company and contact center solutions from the same vendor.
- Interconnectivity in the cloud.
- Enhanced reliability and employee efficiency.
- Support for mobile capabilities across devices.



employee efficiency and ensure that company-wide communications actually add value to the business, rather than detracting like it used to with our legacy system.

#### Cam Lawler

Enterprise Applications Director, Movement Mortgage



### 100+ Virtual Call Centers Go Live in 6 Months

Aon Hewitt empowers organizations and individuals to secure a better future through innovative talent, retirement and health solutions. With 180 clients nationwide and 300 agents across the country, the company had a proprietary phone system that made it unwieldy to generate reports, record calls or create new contact centers quickly. The company switched to 8x8 Virtual Contact Center and worked with 8x8 to set up a virtual contact center for each client. Today, the company has more than 300 virtual contact centers and the ability to scale up quickly.

#### Advantages of the 8x8 solution include:

- Ability to easily set up new contact centers—in days not months.
- Ability to add new features such as call recording and custom greetings.
- Ability to provide a seamless customer experience with an integrated solution.
- Ability to integrate with CRMs to enable caller authentication.

8x8 has opened up all kinds of possibilities for our business. In the past, it took weeks or even months of coordinating with our service providers to set up a new call center.

**Abdul Qadir** Systems Manager at AON Hewitt

# Platform Standardization

# Standardizing on a Powerful Cloud Communications Platform

Mobility, reliability and collaboration. A better way to move, control and protect your data, and reduce your IT costs. These are just some of the reasons why enterprises are looking for cloud-based communications solutions. As the world's first communications cloud, 8x8 eliminates information silos to expose vital, real-time intelligence across all clouds, applications and devices. We help improve individual and team productivity, business performance and the customer experience.

The next couple pages showcase examples of how we've helped clients standardize on our cloud platform.



# Accelerating Business Transformation on a Global Scale

As the industry's leading provider of cloud-based financials, ERP and omnichannel commerce software suites, NetSuite needed to standardize its enterprise-class business telephony system and replace all of its legacy communications systems. After reviewing multiple vendors and putting them all through the proof-of-concept (POC) process, NetSuite selected 8x8 as its new cloud communications provider and its flagship Virtual Office business telephony solution. 8x8 worked with NetSuite to onboard 4,500 employees across nine locations worldwide in record-breaking time.

### Advantages of the 8x8 solution include:

- Enhanced reliability and uptime.
- Fast global deployment in six weeks.
- Future proof the system for global growth with cloud communications.
- A complete enterprise-level solution with advanced, Elite Touch features such as auto attendants and mobile apps, third-party CRM and ERP integration and powerful analytics.



We needed a true enterprise communications partner that could seamlessly and rapidly migrate our entire phone service to the cloud-while unifying our worldwide offices with a secure, reliable solution that works across the globe.

**Doug Brown,** NetSuite CIO

# МФВІ

# Evolving Communications Drives Move to the Cloud

MOBI is a cloud-based, managed mobility service provider that helps enterprises centralize, comprehend and control their entire mobile device ecosystem. Growing fast, the company was limited by its on-premises PBX phone system. It suffered from poor call quality and unreliable service due to weather and other outages, as well as high upgrade costs and concern over disaster recovery. MOBI selected 8x8 because "everything was under one roof" and chose a combined 8x8 contact center and phone solution to meet its needs and even had 8x8 develop customized features such as concurrent call and chat.

### Advantages of the 8x8 solution include:

- Ability for contact center managers to run reports and manage queues without IT support.
- Support for work-at-home capabilities for business continuity.
- Call recording and monitoring to improve employee training.
- An API that enables customization.



### **Derek McCauley,** Director of Service Delivery for MOBI

# Multi-site Deployment

### Getting the Right Systems, Processes and Support

For many entrepreneurs, owning a franchise or series of independent agencies is a great way to benefit from the proven operating system of a franchisor. In fact, franchising plays a vital role in our economy—in the U.S. and abroad. But managing the business can still be challenging, and having sufficient capital and building a solid infrastructure are top priorities. 8x8 can play a critical role providing the communications tools that agencies require to set up hosted VoIP, Internet fax and a mobile workforce.

The next page showcases an example of how we've helped this franchise succeed.

#### **Multi-site Deployment**



### Costs Drop by 35 Percent, Regional Uptime Increases

Recognizing that VoIP phone service isn't always cheap, IT consultant Jay Daniel knew it was important to select the right provider for his client who owned a series of McDonald's franchises in Tennessee. The franchisee had been using a local Internet Service Provider. Costs were out of control and downtime was a constant problem. The consultant selected 8x8 for a fully hosted solution with predictable monthly costs and highly reliable uptime. Since switching to 8x8, the franchisee has spent less than half of what traditional landline service would cost and downtime has been dramatically reduced.

### Advantages of the 8x8 solution include:

- In just 12 weeks, ported 80+ phone numbers from 20 restaurants.
- Saved time and reduced TCO with simplified administration and maintenance.
- Achieved highest reliability in the McDonald's franchise region.
- Provided great voice quality with the tough, easy-to-use cordless phones and fax.



Our 8x8 phone system is kind of invisible because it just works. It's amazing how few problems we have and how few devices have failed. 8x8 is exceedingly reliable—no care or feeding required!

#### Phil Gray,

Owner and operator of 24 McDonald's locations

8x8 empowers your business to collaborate anywhere, on any device, to drive phenomenal communications. Period.

Experience the new speed of business. Call us today to learn more: 1-866-835-2979 or visit us at: 8x8.com

- Publicly traded on NYSE: "EGHT"
- Used by 52,000+ organizations
- 1M + Users Worldwide
- 15 global data centers serving customers in 157 countries
- Global 24/7/365 follow-the-sun customer support



Over the last 17 years, we've built cloud communications solutions that work simply, integrate seamlessly and perform reliably. We've earned more than 175 patents—a testament to our innovative thinking—and the trust of more than 52,000+ satisfied companies around the world.

We offer the most complete suite of cloud communications solutions including voice, video, chat and contact center solutions. 8x8 solutions provide Fortune 500 features for one office OR many offices—and the flexibility to easily grow and scale your business at your own pace, when you're ready.

8x8

8x8, Inc. (NYSE:EGHT) is a leading provider of cloud phone, messaging, meetings and contact center solutions with over a million business users worldwide. 8x8 helps enterprises engage at the speed of employee and customer expectations by putting the collective intelligence of the organization in the hands of every employee. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter, and Facebook.

