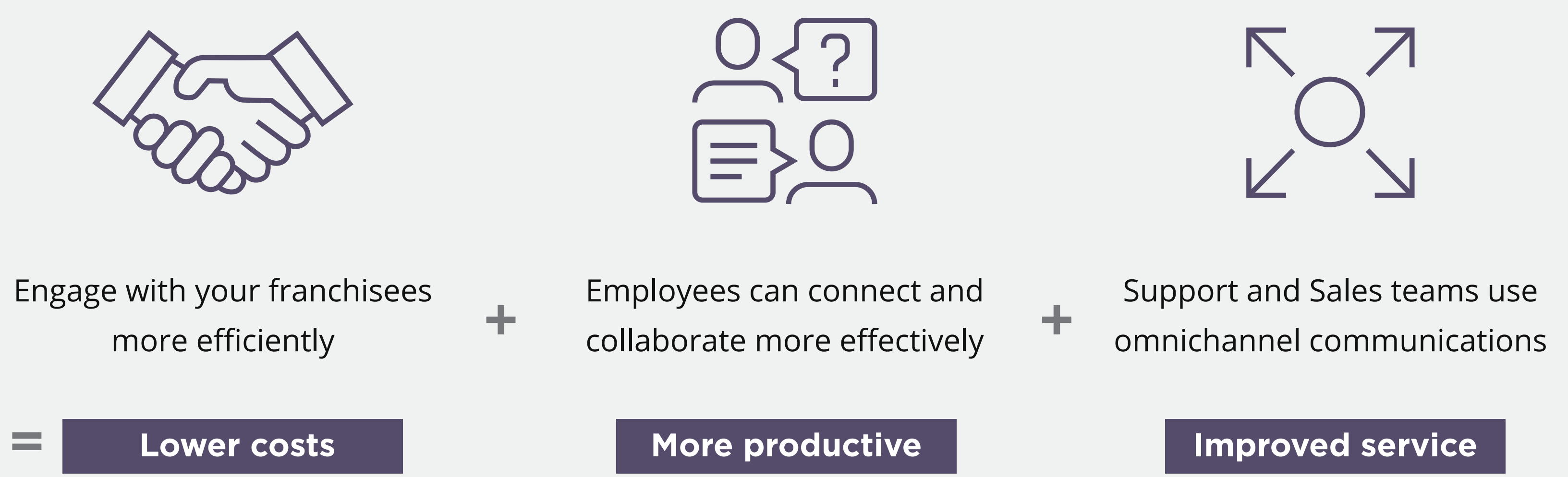


Create “WOW-worthy” experiences through communications

Communications are a key part of delivering a WOW-worthy experience for your employees and franchise owners.

Communications Made Easy



Leading global fine china retailer scales contact center and decreases costs by thousands.

Challenges:
High overhead of administering and maintaining multiple point solutions as well as costly moves, adds, changes.

Solution:
Centralized administration with a single platform, for a better customer and employee experience.

Results:
Lenox dramatically cut costs by replacing 9 different applications with one platform, to flawlessly handle peak volumes of over 3,000 calls and 400 chats.

New England automotive retailer with 90+ stores across 6 US states.

Challenges:
Poor user experience and poor support with newly acquired communications vendor, combined with increasing costs when opening new locations.

Solution:
One integrated contact center and business phone system solution with 700 lines for 95 stores, in addition to 60 contact center seats.

Results:
Town Fair Tire saved 35% on recurring monthly costs, gained valuable insights to increase responsiveness to their customers.

Popular US restaurant chain saves 30%-40% a month on phone costs.

Challenges:
Rapid growth put a strain on an expensive and aging premises-based phone system, which lacked even basic features and functionality.

Solution:
Quickly implemented a modern business communications system using 145 lines across corporate headquarters and 16 store locations.

Results:
Lazy Dog saved 30%-40% on monthly phone costs, gained modern capabilities to better support daily operations and hit expansion goals.

8x8 powers your ability to deliver a “WOW-worthy” experience with a bouquet of communications capabilities including voice, video, chat, internet fax and contact center.

So far, we’ve powered over 125 Edible Arrangements locations and counting.

