

# 8x8 Virtual Office



Companies everywhere are turning to the cloud for a more flexible, comprehensive solution for their communications and collaboration needs.

IT leaders and workgroup managers are seeing the cloud as the preferred way to stay ahead of rapidly changing needs and increasingly sophisticated demands of customers. Businesses are finding that sticking with their legacy PBX entails risks, costs and liabilities including:

- Losing ground to competitors with superior communications capabilities
- System outages and unplanned downtime that harm your business, reputation, and profitability
- Inability to replace critical components as dated technology reaches end of life
- Attrition of in-house expertise required to maintain legacy infrastructure
- High upgrade costs associated with keeping server environments up to date

## Teamwork, Mobility and Savings

8x8, the leader in cloud communications, provides a scalable, globally available solution that consolidates and unifies a wide array of communications and collaboration services onto a single, scalable platform. This cloud-based platform greatly simplifies administration and management, and strengthens conformance with security and compliance standards. As a result, IT staff is freed up to focus on more strategic initiatives.

Enterprises are realizing that cloud solutions deliver lower TCO, faster deployment, and greater control over business continuity. With the cloud, enterprises are gaining the flexibility, agility and insights they need to stay ahead and compete in today's dynamic environment.

## Get more from your communications solution:

- A complete suite of telephony, unified communications and collaboration solutions
- Integrate and consolidate disparate communications systems
- Unite remote locations and employees with one powerful platform
- Reduce and control communications costs
- Scale quickly as needs change
- Business analytics to manage trends, productivity and the user experience
- Improve customer experience and employee collaboration
- Mobile solutions that allow you to do business everywhere
- Security and compliance built in, not bolted on

8x8 cloud communications deliver the scalability, security and reliability that today's enterprises demand.



## Virtual Office Unified Communications Features

- Unified national/international communications and collaboration solution
- Business analytics to boost productivity and accelerate strategic decisions
- HD voice and videoconferencing
- Mobility—Apple and Android apps for worker productivity
- Presence management and chat
- Conformance to security and compliance requirements
- Integration with Salesforce, Zendesk, NetSuite and many others
- Supports remote workers
- Reduces demands on IT resources

## Unite Everyone with One Unified Communication Suite

When you bring all your locations and employees together under one communications solution, you eliminate the need for multiple vendors, multiple contracts, expensive support personnel and the complexity that comes with managing multiple systems. Your implementation, administration and maintenance headaches all go away.

## Communicate and Collaborate

Great communications begin with great phone service. 8x8 Virtual Office includes all the advanced telephony features your enterprise needs.

But 8x8 knows that your business communications and collaboration needs don't stop there—and neither does our cloud solution. It keeps pace with the rapidly changing needs of your customers and how they engage with your business. Your team can collaborate and get answers fast, even when they're away from the office.

8x8's Virtual Office unified communications platform comes with company-wide private chat, presence detection, softphones, web conferencing, video and Apple and Android mobile apps—to improve collaboration on any device, anywhere.

A powerful set of business analytics tools provides rich data on your communications activities, service quality and employee productivity.

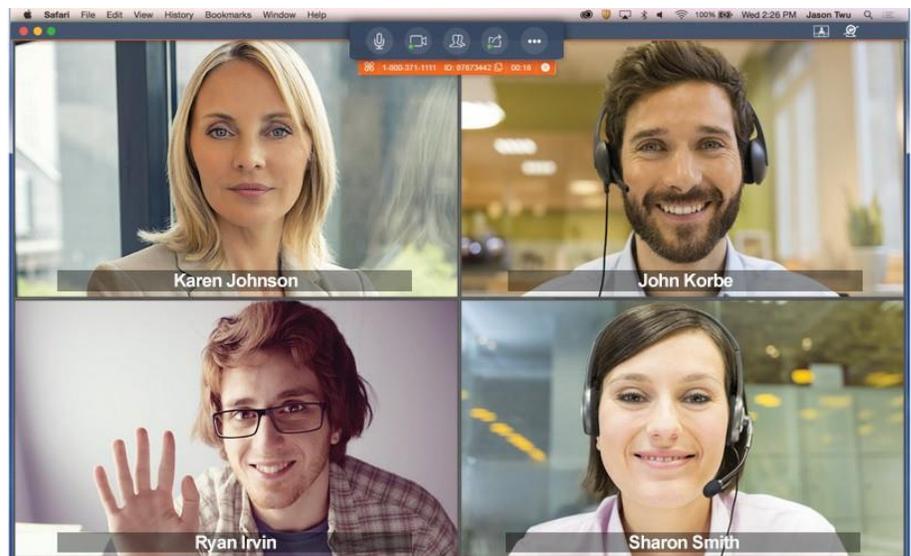
8x8 Virtual Office also comes pre-integrated with leading CRM and ERP solutions such as Salesforce, Zendesk and NetSuite, so it works well with your existing IT investments.

All of this is delivered in the cloud, sets up in minutes and is easily managed from any device around the globe.



*8x8 cloud communications deliver the rich capabilities and voice quality we need, with almost zero IT intervention from us. Instead of maintaining hardware, we can focus on running the business.*

—Tim McQuillen, Chief Knowledge Officer  
Rubicon Project



8x8 Virtual Office Meetings

## Cloud Communications for Global Agility

8x8 Virtual Office helps you master the pace of business, scaling to as many sites and users as needed, including remote workers. Add or reassign locations, users and features quickly and easily.

## Security and Compliance

8x8 is the industry leader and the only cloud unified communications provider that delivers third-party verified compliant solutions that can be configured to comply with strict HIPAA, PCI-DSS 3.1, and FISMA requirements. 8x8 has also achieved certification of its compliance with the U.S.-EU and EEA Safe Harbor data privacy standards. 8x8's continued focus and investment in security, compliance and the robust systems to deliver them, has been rewarded with top honors from Infonetics, Gartner, Frost & Sullivan and Skyhigh CloudTrust's coveted Enterprise-Ready rating.

## Reliability You Can Count On

8x8 Virtual Office leads the industry by offering an SLA (Service Level Agreement) for call quality and 99.99% service uptime, along with business analytics tools to monitor and manage them. 8x8 operates redundant and geographically diverse data centers distributed around the world. Each is architected to ensure there are no single points of failure. In addition, 8x8's network infrastructure consists of multiple and independent links to carrier providers to ensure that even if a single carrier fails, our customers can still communicate.

## Make Better, More Informed Decisions

Have you ever asked yourself, "Are we missing calls and losing business?" "Are we getting the service quality we pay for?" "Who returns customer calls—and who doesn't?" These are just a few of the questions you can answer at a glance with 8x8 Virtual Office analytics dashboards and reports. Manage strategically—even globally—with real-time information that helps you make faster, better decisions in time to make a difference.



8x8 Virtual Office Analytics



*The 8x8 solution is fantastic—more of a business transformation tool than a simple replacement phone system.*

—Ron Godine, IT Director, TMW Systems

## The Cloud Makes It Simple

8x8 makes it easy for administrators to manage and update an entire communications system—or any part of it—online. All extension users can also manage their own unique preferences with just a few mouse clicks. And for IT management, 8x8 solutions are faster to deploy, with predictable costs and fewer resources to manage.

## The Voice of Experience

8x8 also provides enterprise-class service and support that is flexible and responsive to business needs around the world. Technical support with dedicated personnel is available by telephone, email and chat. In addition, our Network Operations Center is available 24/7, every day of the year.

And for enterprise customers with large or complex communications requirements, 8x8's optional Elite Touch program leverages our proven processes—honed over 43,000 customer implementations—to accelerate the move to your new system, from project scope definition to deployment to ongoing support.



## Contact Centers Are Better in the Cloud Too

### 8x8 Virtual Contact Center

8x8 also offers a world-class contact center solution.

- A global-ready solution for all customer service needs
- Agents need only a phone and browser—and can work from anywhere in the world
- More than a call center—routes and manages calls, emails, web and chat interactions
- Simple to deploy, simpler to use
- Helps manage agents for better productivity
- Supports workforce optimization and quality management
- HIPAA-compliant solutions available
- Integrated with NetSuite, Salesforce, Zendesk and other solutions
- Tight integration with 8x8 Virtual Office
- Lets you walk away from the big hardware, software and maintenance investments that traditional call center solutions require

To learn more call **CSG 1800 985 445** visit **[csg.com.au](http://csg.com.au)** or email **[info@csg.com.au](mailto:info@csg.com.au)**



More than you expect.