



RingCentral

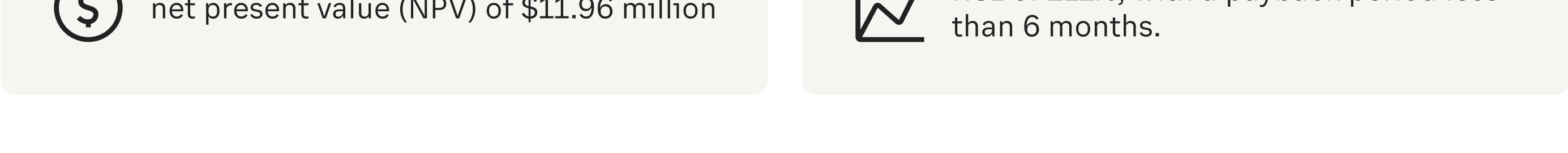
Intelligent choice: The business benefits of using RingCentral

Introduction

When it comes to technology investment, the bottom line is always going to be the return. Here’s a condensed version of our customer success stories: in quantified form. If you’re building a business case for UCaaS and CCaaS adoption, this is a good place to start.

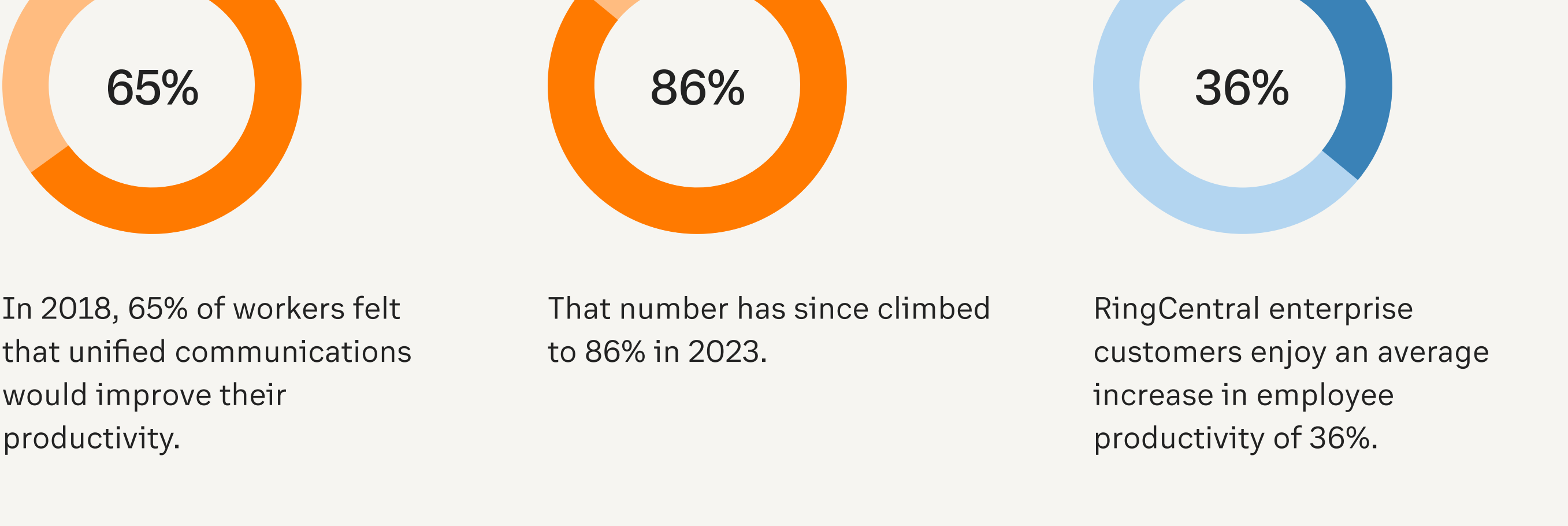
ROI is swift and positive

According to Forrester’s Total Economic Impact of RingCentral MVP and Contact Center, UCaaS and CCaaS solutions combined can create better customer experiences and cut costs for businesses. In the case of RingCentral MVP and Contact Center specifically, the results of the analysis are overwhelmingly positive.



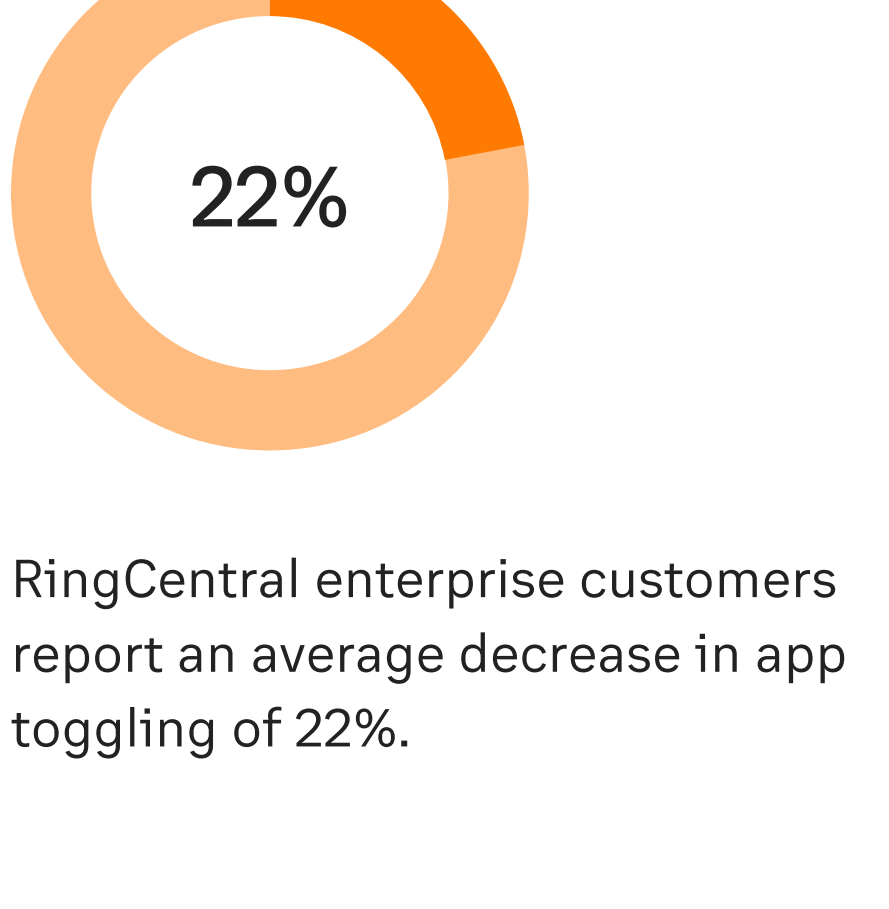
Workers are more productive

—and that’s what they want! In the half-decade between 2018 and 2023, more workers realized unified communications would improve their productivity.



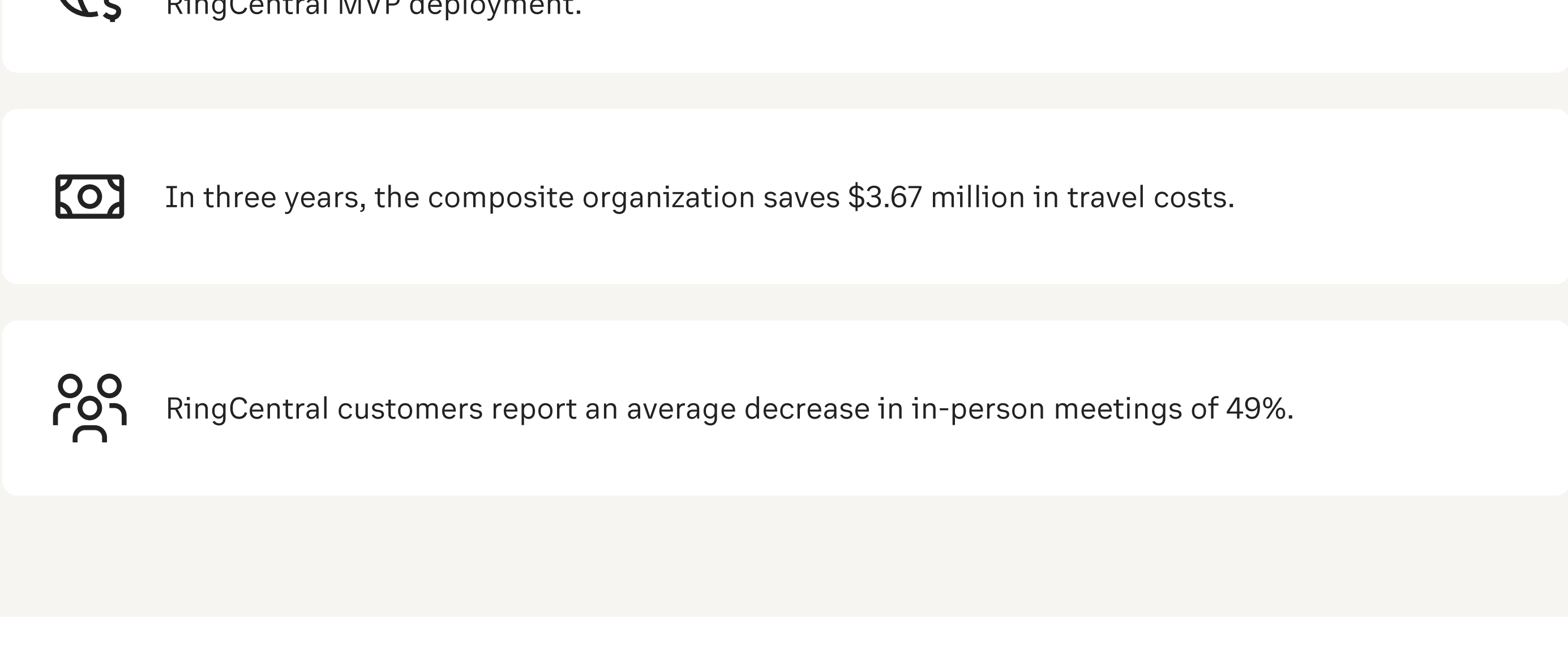
Toggle tax relief

US workers spend up to 62 working days per year toggling between communication apps. Need some help with that?



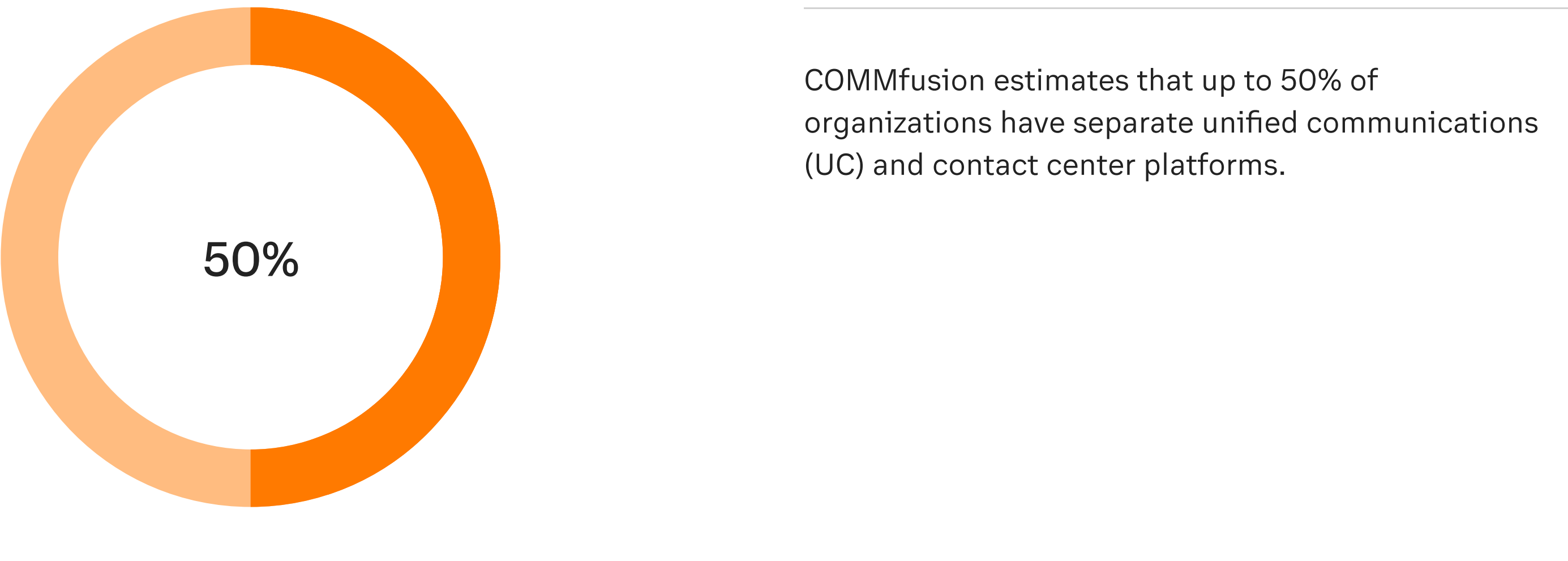
Wish you weren’t here

Forrester also says UCaaS saves businesses millions in travel costs.



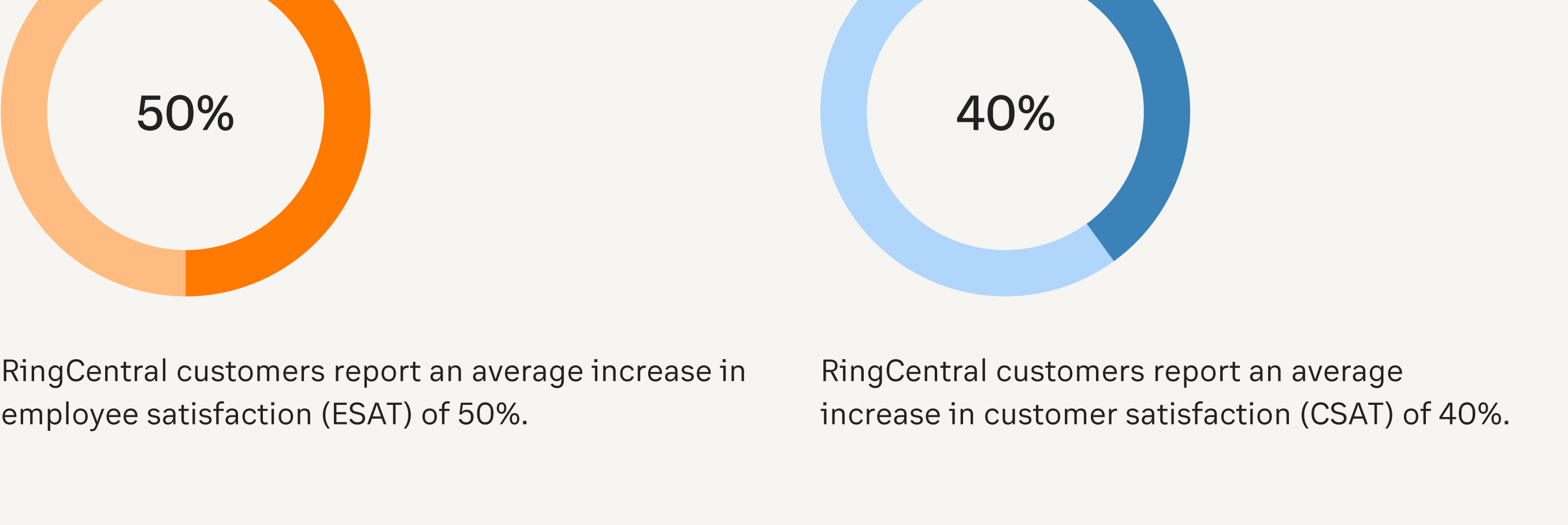
Is your contact center just an annex?

Businesses that benefit most from cloud communications are those that use integrated UCaaS and CCaaS platforms. Sounds obvious, but...not obvious enough yet.



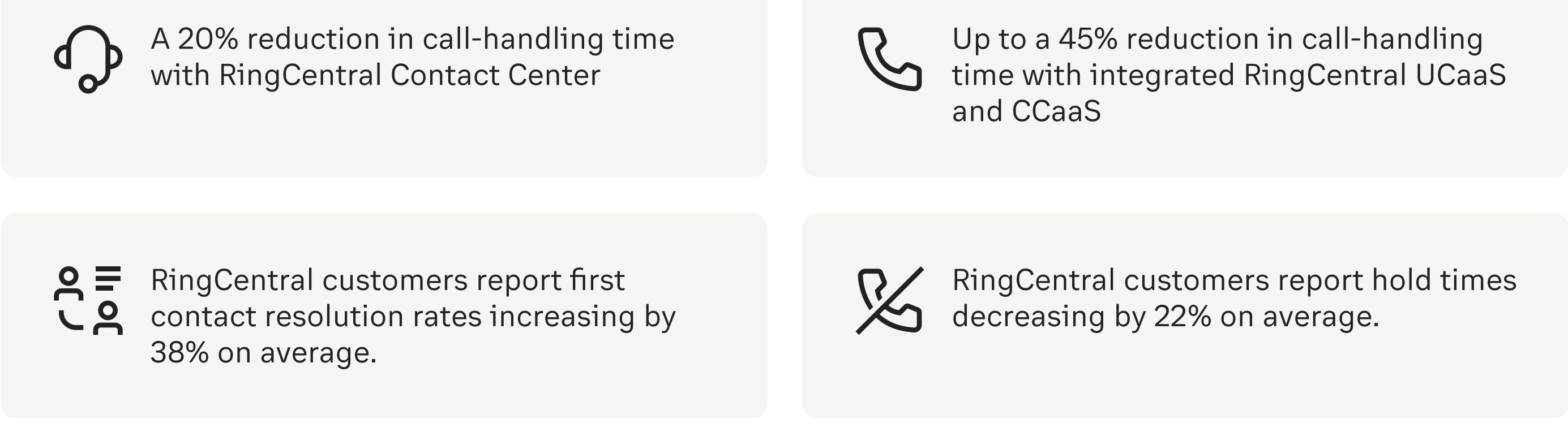
Everybody’s happier

Better employee experience leads to better customer experience. UCaaS leads to both.



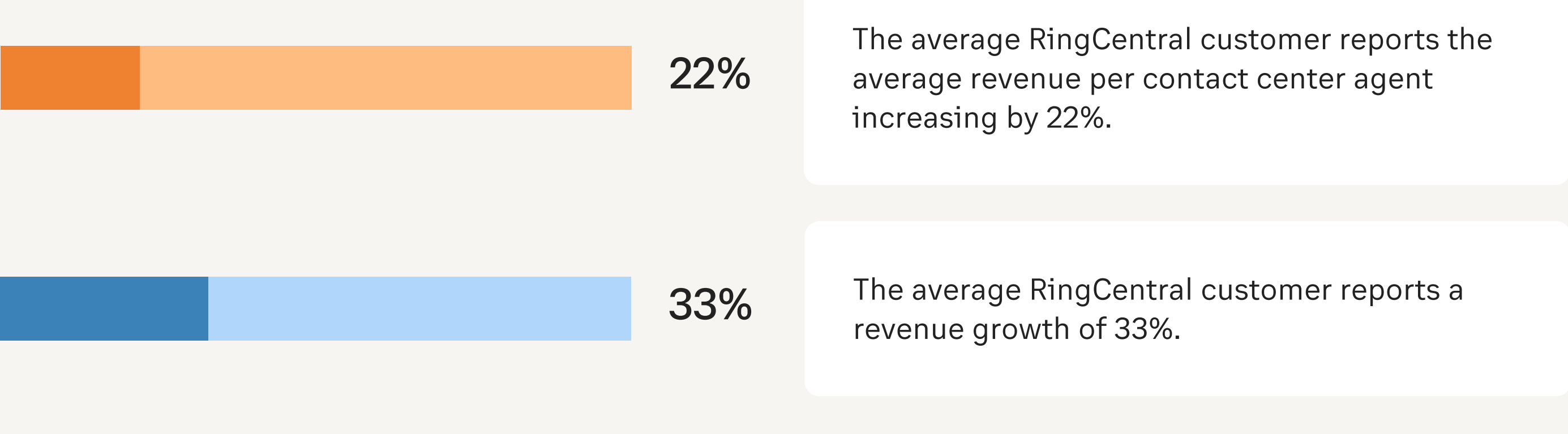
Hold the phone

Here’s a way to make more customers happier, quicker.



Money talks

Better performance translates into better profitability—this is what it looks like for businesses using RingCentral.



Business benefits of integrated UCaaS+CCaaS

Enterprises that integrate their contact center with their unified communications benefit more than others. Here are the top five reasons to do that:

1. Creates better EX which in turn creates better CX
 2. Reduces direct costs and management expenses
 3. Improves customer loyalty and retention while increasing revenue
 4. Creates better information flow resulting in better first contact resolution
 5. Fewer customers put on hold or called back, saving time and improving CSAT

Don’t miss out

RingCentral can help you achieve these benefits for your business. Deliver intelligent, connected experiences for your entire workforce.

[Learn more.](#)