

RingCentral

Intelligent choice: The business benefits of using RingCentral

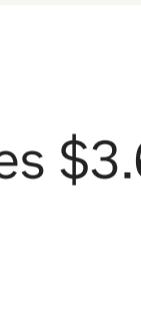
Introduction

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

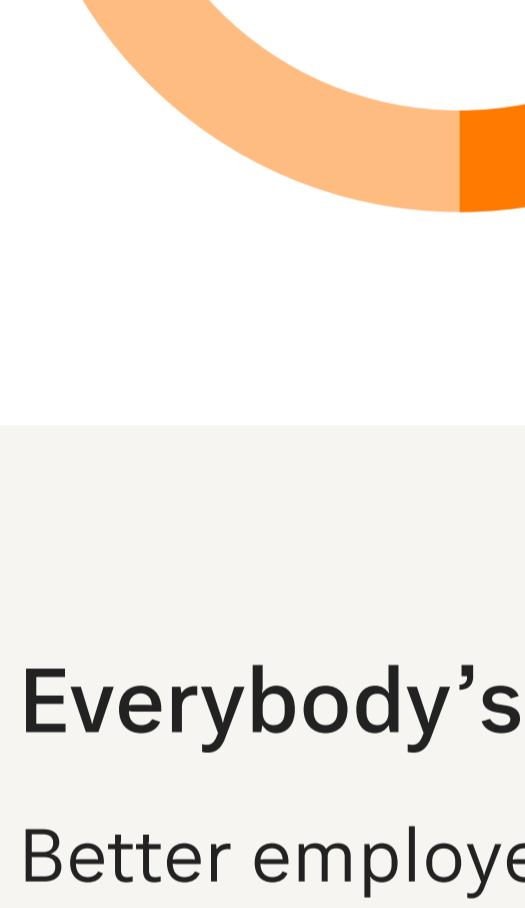
According to Forrester's Total Economic Impact of RingCentral MVP and Contact Center, UCaaS and CCaaS solutions combined can create better customer experiences and cut costs for businesses. In the case of RingCentral MVP and Contact Center specifically, the results of the analysis are overwhelmingly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

 net present value (NPV) of \$11.96 million

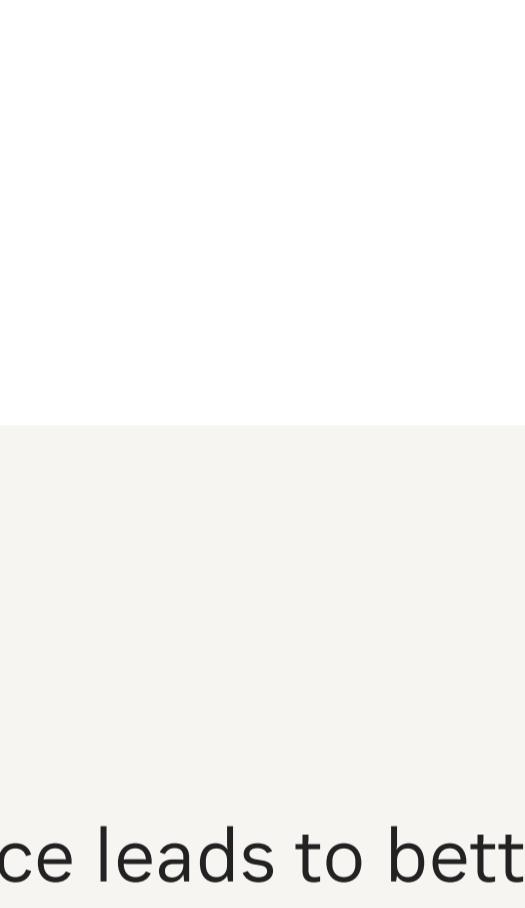
 ROI of 211%, with a payback period less than 6 months.

Workers are more productive

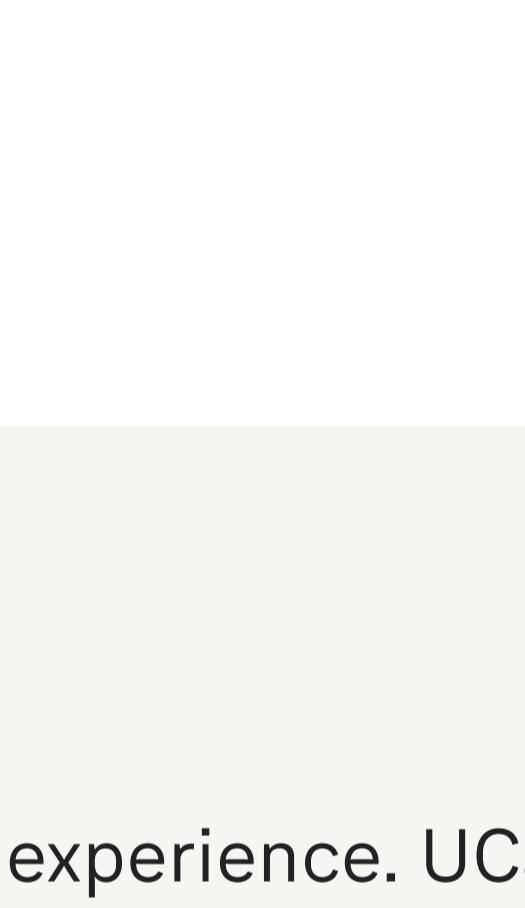
—and that's what they want! In the half-decade between 2018 and 2023, more workers realized unified communications would improve their productivity.



In 2018, 65% of workers felt that unified communications would improve their productivity.



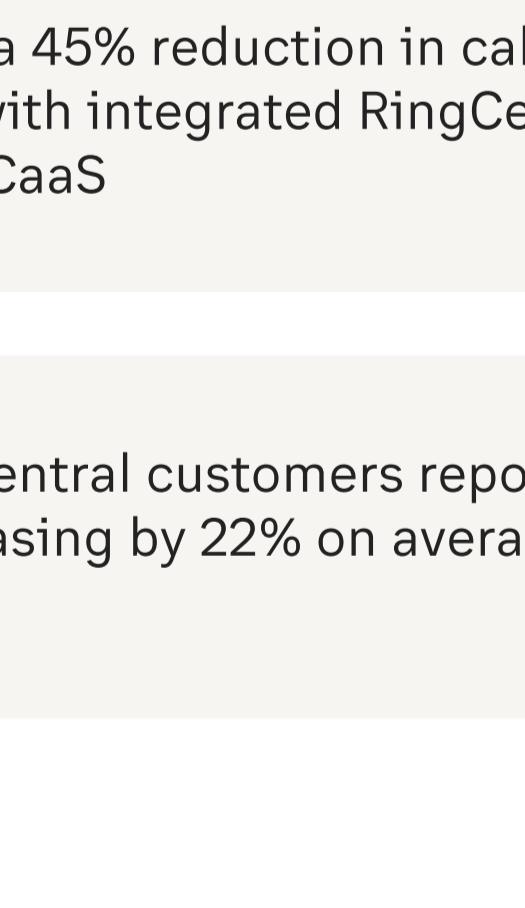
That number has since climbed to 86% in 2023.



RingCentral enterprise customers enjoy an average increase in employee productivity of 36%.

Toggle tax relief

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



RingCentral enterprise customers report an average decrease in app toggling of 22%.

Wish you weren't here

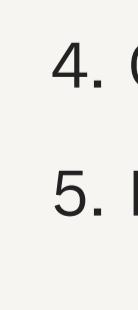
Forrester also says UCaaS saves businesses millions in travel costs.



The composite organization sees a 20% reduction in the number of business trips as a result of RingCentral MVP deployment.



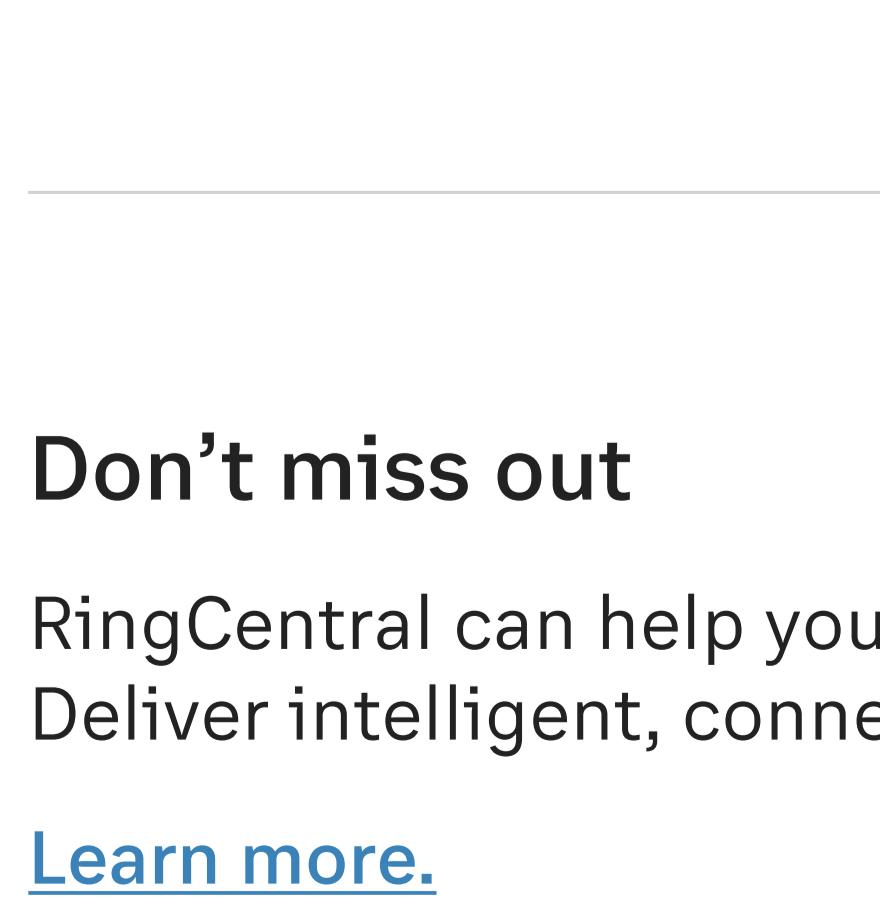
In three years, the composite organization saves \$3.67 million in travel costs.



RingCentral customers report an average decrease in in-person meetings of 49%.

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.



COMMfusion estimates that up to 50% of organizations have separate unified communications (UC) and contact center platforms.

RingCentral enterprise customers report an average increase in revenue per contact center agent increasing by 22%.

The average RingCentral customer reports a revenue growth of 33%.

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.

A 20% reduction in call-handling time with RingCentral Contact Center

Up to a 45% reduction in call-handling time with integrated RingCentral UCaaS and CCaaS

RingCentral customers report first contact resolution rates increasing by 38% on average.

RingCentral customers report hold times decreasing by 22% on average.

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.

[Learn more.](#)

For more information, please contact a sales representative.

or visit [ringcentral.com](#).

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