



# UNIFIED COMMUNICATIONS AS-A-SERVICE (UCAAS)

## PREPARING ENTERPRISES FOR THE HYBRID WORKING ERA

Effective communication and collaboration are the bedrock of any successful organisation. And even before the pandemic, organisations were shifting en masse to cloud-based solutions that made working together far easier. Experts predict that by 2030, more than 75% of companies will use UCaaS for their calling, meeting, and messaging needs.\*

This move to UCaaS will help organisations to improve staff productivity, collaboration and customer engagement while slashing costs and minimising business risk.

That's why Daisy partners with RingCentral – a leader within the UCaaS Gartner® Magic Quadrant™, with global capabilities across more than 45 countries. It's about making our joint customers ready for the hybrid working era.



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### Why cloud-based communications matter

Traditional PBX systems are an increasingly poor fit for the modern enterprise. Many are reaching end-of-life, where like-for-like replacements would require significant upfront hardware investment and ongoing maintenance. These costs can soon escalate over multiple sites. Organisations wanting more advanced PBX systems may find they're paying extra even for basic features like voicemail or integration into UC.

Beyond costs, traditional on-premises PBXs present a roadblock to growth. Systems can't scale easily, and incompatibility between phones and PBX hardware can add extra IT management headaches. These systems are fundamentally a patchwork of often siloed business communications tools from different vendors, which lack interconnectivity and add to billing complexity.

By contrast, cloud-based UCaaS integrates phone, video, meetings, and messaging into a reliable, scalable and easy-to-use solution. There are no servers, PBX hardware, upgrades and back-end management for IT teams to manage, meaning they can focus on higher-value tasks for the business. Ongoing upgrades and back-end management are the UCaaS provider's job. Organisations only pay for the services and licenses they need, and platforms can theoretically be accessed by any employee anywhere in the world, as long as they have internet connectivity. Cloud-based off-site backup, redundancy and disaster recovery also enhances business continuity. Furthermore, integration with third-party applications is much easier via simple APIs, allowing organisations to become more agile even as they grow.

Introducing

# RingCentral

RingCentral offers a fully integrated communication platform delivering a complete business phone system alongside advanced UC features. That's the kind of comprehensive offering that will appeal to any organisation looking to drive employee productivity and deliver exceptional customer experiences.

With benefits like these, it's not surprising that organisations are migrating their communications infrastructure to the cloud, especially at a time when 70% of workers want to work remotely or in a hybrid environment.\*\*



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## RingCentral

To find out more about RingCentral MVP, speak to one of our specialists:

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## Elevating Teams

**RingCentral MVP (Messaging, Video, Phone) adds value at each layer of communication:**



**Messaging:** Enables customers to organise workflows with team messaging, file sharing and task management.



**Video:** Makes collaboration easier, more personal and of higher quality with HD audio and video.



**Phone:** Empowers organisations to manage and route calls with network-grade reliability and built-in security.

## With RingCentral MVP you get:

- **Simple set-up and ongoing management:** It can be activated within minutes, scales to any enterprise and features 24/7 support
- **Reliability and security:** Redundant data centres safeguard business continuity and offer a 99.999% SLA, geo-redundant, fault-tolerant architecture. It's also ISO27001, ISO27017 and ISO27018-certified for carrier-grade reliability and uptime
- **24/7/365 access** anywhere with an internet connection to support hybrid working. Consolidated services also help to drive cost savings

Part of the beauty of a UCaaS platform like RingCentral MVP is its extensibility, thanks to API connectivity to services from leading SaaS providers such as Google, Salesforce, and Microsoft.

For instance, Microsoft Teams users wanting to optimise their investments in Microsoft 365 can do so by integrating RingCentral for voice calls and RingCentral video meetings directly from the Teams interface. It's about keeping Teams at the centre of the collaboration experience but adding enterprise-grade cloud-PBX capabilities to enhance business productivity and resilience.

**The future of work is hybrid. And the future of communications is UCaaS from Daisy and RingCentral.**

\* UC Today \*\* Microsoft

[daisyuk.tech/ringcentral](https://daisyuk.tech/ringcentral)