

Why 8x8?

Enterprise-grade Cloud Communications

Market Leadership

In 2019, 8x8 was recognised, for an eighth consecutive year, as a Leader in the Gartner Magic Quadrant for Unified Communications as a Service (UCaaS). For the fourth successive year, it also features in the equivalent report for Contact Centre as a Service (CCaaS), which acknowledged its “growing market presence” and “functional depth without sacrificing ease of use.”

Mastering the Full Stack

Enterprise buying-patterns are shifting dramatically in favour of cloud-based solutions, as premises-based unified communications and contact centre options have reached full maturity.

8x8 is the only ‘full-stack’ vendor with a single integrated UCaaS and CCaaS cloud platform. Its ability to integrate with essential business tools, including workforce management, contact centre, and office productivity applications, ensures that it’s fully aligned to the needs of customers seeking a complete cloud communication solution.

The 8x8 approach is in perfect alignment with the Magic Quadrant selection-criteria now used by Gartner to only evaluate full-stack SaaS solution providers, where the application stack is developed, updated, managed, and controlled by the software vendor.

Trusted by Customers

With over 1,000,000 users across over 55,000 organisations, 8x8 excels in meeting the diverse needs of businesses of all sizes from family firms, entrepreneurial start-ups to public sector institutions and large multinational organisations.

Global Reach

8x8 delivers its communications services via fifteen data centres across seven dispersed regions of the world. Its patented geographic routing technology ensures that 8x8 voice and video communications, placed or received anywhere on the globe on any device, have the same consistent quality as a local or internal call within a single area code. This global footprint also allows 8x8 to provide worldwide support, 24 hours a day.

Quality of Experience

This robust, high-availability architecture has enabled 8x8 to achieve an average core call-flow processing uptime of 99.997%, which ensures consistent and high-quality enterprise-grade communications and quality of service upon which customers can rely.

8x8 places an equal focus on delivering a consistent and intuitive on-device experiences for users, supervisors, agents and administrators. This provides an essential impetus for usage and adoption and demonstrable return on investment.

Flexible Service Plans

From self-service telephony and video meetings applications to modular cloud communications solutions, the 8x8 X Series modular licensing scheme enables customers to equip each employee with the voice, video, messaging and user experience that matches their role, location and work-style.

Open Architecture

8x8 integrates with an extensive variety of popular 3rd party middleware and CRM software, including Workforce Automation and Quality Management applications.

In addition, 8x8 brings the enviable quality of its voice and video capabilities to popular 3rd party unified communications environments, including Microsoft Teams and Skype for Business.

Industry Recognition

FROST &
SULLIVAN

"Continually enhanced portfolio and streamlined go-to-market strategy."

Innovations and Leadership Award







"Superior Voice Quality"

Network Innovation Award 2018

Gartner

"A truly unified communication and contact centre platform in the cloud."

UCaaS Magic Quadrant – Leader

 One cloud solution	<p>Voice, video, chat and contact centre capabilities are supported within the same core cloud platform, enabled by 8x8's standard X Series licensing scheme.</p> <p>This allows customers to avoid the inefficiency and risk of managing separate applications and multiple vendor solutions.</p>
 Improve collaboration	<p>From simple voice services, for a single location, to multi-channel contact centres, X Series is perfectly matched to the increasingly agile needs of the modern workplace.</p> <p>8x8 Virtual Office applications promotes quick and intelligent collaboration across any communication channel for office staff, road warriors, home workers alike, independent of their device, location or work-style.</p>
 Easy deployment and administration	<p>Deployment is easy, ensuring that each user has the exact functionality needed, while tiered pricing and simplified administration help lower total cost of ownership.</p>
 Real-time analytics and reporting	<p>Powerful reporting options provide a valuable insight into the effectiveness of your internal and external communications.</p> <p>Advanced analytics enable you to drill into the detail to make informed decisions that maximise operational efficiency and deliver optimum business results.</p>

Speak with one of our Cloud Communications experts today!

Cumulus Business Solutions Ltd
Tel: 01223455655 www.cumulusbusiness.co.uk



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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