

# One Cloud Communications Platform



8x8 provides one global cloud communications platform that helps small, mid-market and enterprise businesses match the speed of customer expectations. We believe that businesses who succeed consistently deliver exceptional employee and customer experiences.

8x8 breaks down silos between sales, service, help desks and customers to get your people working together to solve problems, identify opportunities and deliver a better experience for everyone. By providing voice, video, chat and contact center on one cloud-based platform, 8x8 helps you delight customers and thrive in a competitive business environment.

## Designed with Your Business in Mind

Here's how one cloud communications platform can transform your business:

- Free up IT resources to focus on supporting your core business
- Access all communications data through one system of intelligence to make faster, more informed business decisions
- Reduce overall communications costs
- Connect employees, partners and customers around the globe on one system of engagement
- Protect yourself with HIPPA, FISMA and Privacy Shield-compliant communications
- Improve customer satisfaction and employee productivity and retention
- Minimize disruption from upgrades, new deployments or office moves

## Fast Facts

|                 |                        |
|-----------------|------------------------|
| NYSE            | EGHT                   |
| Employees       | 1,500+                 |
| Revenue         | \$280.4m<br>USD (FY18) |
| Data Centers    | 15                     |
| Patents Awarded | 175+                   |
| Website         | 8x8.com                |

## Recognized in the Marketplace



8x8's Enterprise Engagement Management Platform: Moving Toward an Integrated Approach



The Only Leader in the 2018 Gartner Magic Quadrant for UCaaS also in the Magic Quadrant for CCaaS, North America



2018 Competitive Strategy Innovation and Leadership Award

## The Experience is Everything

X Series transforms the employee and customer experience by providing voice, video, chat and contact center to create one system of engagement. See what happens when you optimize valuable moments of engagement with one set of data in one system of intelligence: faster time to resolution, lower costs and a better experience for customers and employees.

|           |   |
|-----------|---|
| <b>X2</b> | Integrated communications, giving your employees access to voice, video and chat on one system of engagement—all accessible in one click.   |
| <b>X4</b> | Collaborate and connect with partners, colleagues and customers around the globe. Make things easy for your employees with unlimited calling to 47 countries and unlock supervisor-level analytics that give you the data you need to make business decisions in real time.                                       |
| <b>X6</b> | Deliver exceptional customer experiences with integrated contact center software that enables one-click subject matter expert connect and full CRM integration. Take your customer experience even further with customer engagement analytics that give you real-time feedback about what works and what doesn't. |
| <b>X8</b> | Completely transform your customer experience with contact center software with integrated voice, email, webchat and social media. Use advanced speech and interaction analytics to identify customer pain points and new business opportunities that would otherwise go unnoticed.                               |

## Innovations in Customer Experience and Business Intelligence

**Real-Time Analytics**—Delighting customers starts with understanding their pain points and having the real-time feedback to know if your solutions are working. 8x8's one system of intelligence gives you the tools you need to make better business decisions before customers hang up the phone.

**Pre-Built Integrations and APIs**—8x8's pre-built integration with dozens of popular business apps means you can connect your workflows seamlessly, in minutes. Need something slightly more custom? There are also open APIs to connect and customize your business workflows.

8x8 serves more than one million business users in over 150 countries. Our services are supported by more than 175 patents awarded. This experience means quicker deployments, unmatched scalability and faster innovation for your business.

“ We needed a true enterprise communications partner that offered the highest levels of uptime and security to successfully run our global business. 8x8 offers the critical efficiencies we need to help us drive a new level of service as we scale our worldwide presence.

Doug Brown, CIO, NetSuite



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