

RingCentral

Triumph in the work-from-anywhere era

How three organisations made life easier for employees and management, regardless of location

AUSTRALIAN VERSION. ENTERPRISE EDITION.



Table of contents

Break free with flexibility 3

TechnologyOne unites staff worldwide 4

Journey Beyond enhances its remote working capabilities and customer experience 7

TFI improves collaboration and staff productivity 9

Go mobile with RingCentral 12

Break free with flexibility

If you're like most IT leaders in large organisations, you're probably feeling overwhelmed by the multiple, disjointed systems you need to manage, including legacy tools that are draining resources. At the same time, you're under pressure to enhance hybrid working capabilities so you can improve employee satisfaction and business continuity. We get it. It's a familiar dilemma.

Today, more businesses are giving their employees the freedom to work from anywhere. In fact, the 2022 Reinventing Work Report, published by Adaptavist, revealed that Australia was a world-leader in hybrid work: they found that [50% of Australian workplaces offered hybrid work](#), compared to about 44% of organisations in other countries.



feel more productive when working from home



feel more productive when working from office

While this hybrid way of working is becoming the norm, it comes with its share of challenges. For example, plenty find it difficult to give workers access to their business phone from multiple devices. This usually means a lot of manual call forwarding from the office. Another problem you might have experienced is spending too much time trying to get new people up and running on the company systems. We've all been there.

There are challenges to wade through, but it's possible for businesses of all sizes to run a hybrid working model. Here are three success stories of businesses that experienced problems with flexibility and now thrive.

1. [The impact of remote and hybrid working on workers and organisations](#)

2. Ipsos surveyed 1,002 U.K. residents aged 21-65. All respondents are currently full-time workers (defined as working full-time, having 2 part-time jobs, or being full-time self employed).

TechnologyOne unites staff worldwide

technology**one**

BUSINESS TYPE:
Software

EMPLOYEES:
1200

LOCATION:
Queensland, Australia

WEBSITE:
www.technologyonecorp.com

About TechnologyOne

[TechnologyOne](#) (ASX: TNE) is Australia's largest enterprise software company and one of Australia's top 150 ASX-listed companies. It has offices in six countries and creates solutions that transform business and make life simple for its customers. The company does this by providing powerful, deeply integrated enterprise software that is easy to use. Over 1,000 leading corporations, government departments and statutory authorities are powered by its technology.

Challenge

TechnologyOne was struggling with multiple communications challenges. Firstly, the company's expansion into the UK had pushed its ageing telephone system to breaking point. Richard Nicol, Group Director, Support & Enhance for TechnologyOne recalls:

"We couldn't even do call transfers in our support team from our Australia headquarters to the new UK office."

Secondly, the firm's previous call centre solution wasn't integrated into any of the company's other platforms or databases. This meant that support agents had no visibility into who was calling, and connecting a caller with the right person often required several transfers and the repetition of customer information.

"From a phone perspective, everything was disjointed and didn't work."

On top of all that, TechnologyOne's video conferencing solution was causing problems with internal and external meetings. Richard explains:

“We'd have 30 people join our meetings from multiple regions, and it wasn't uncommon for it to take 15 minutes to get the software working for everyone. That was very disruptive and unprofessional, especially when you've got customers in those meetings. It was a combination of these factors that led us to say, 'We need to go and get a unified communications solution.'”

Solution

TechnologyOne opted for RingCentral, which has given the firm a single system for telephony, call centre, video conferencing, as well as team chat and collaboration. Communication has dramatically improved as a result. Jacqueline Ho, TechnologyOne's IT Director explains:

“RingCentral has been great for uniting our entire company across all offices, globally, and helping everyone communicate and connect more effectively,” says Jacqueline Ho, TechnologyOne's IT Director. “Having all of these tools on the same solution around the world helps us train people and makes it easy for us to stay connected.”

And it's not just the employees that have benefited – customers have too, explains Support Manager Tracey Bulley:

“RingCentral Contact Centre has changed our lives completely. For the first time, our customer support team can now immediately get a holistic view of who is calling, what they need help with, and where they are, so the agent can provide a fantastic experience for them.”

TechnologyOne is also realising benefits from the RingCentral Analytics Portal, which helps the company stay informed in real time about what's happening across the system, even when people are working remotely:

“RingCentral Analytics provides my team with actionable insights into all the key environments of our system for calls, messages and meetings,” says

IT Services Analyst Emily Tregoe. “The portal has even helped us become proactive in addressing issues before our users realise they might have a problem. And it’s so flexible that I can even monitor our organisation’s data in real time from my mobile phone using the RingCentral app.”

Another area TechnologyOne has seen huge improvements in is video meetings:

“Since rolling out RingCentral, we now host more than 4,000 meetings a month,” explains Jacqueline Ho. “Our previous solution wasn’t reliable or intuitive enough to support that much activity, and the data has also shown us that the call quality of these meetings is actually a lot better than we had previously.”


A grateful Richard Nicol adds:

“Moving to RingCentral has been revolutionary for our business.”

The software firm is now increasing call centre efficiencies and gaining business intelligence through a RingCentral integration with Salesforce. This is helping to automate processes like call logging – which makes agents more productive – and also gives the Analytics team more visibility into call traffic patterns, agent performance and other important metrics. As a result, the team can make better-informed decisions about staffing and resource allocation.



Please, take a look at our company plan for Q3

 Q3_Planning.gslides

Journey Beyond enhances its remote working capabilities and customer experience



BUSINESS TYPE:
Travel and Tourism

EMPLOYEES:
12000

LOCATION:
Adelaide, Australia

WEBSITE:
www.journeybeyond.com

About Journey Beyond

Journey Beyond is Australia's leading experiential tourism group and is part of the Hornblower Group. It operates 13 brands across the country, including:

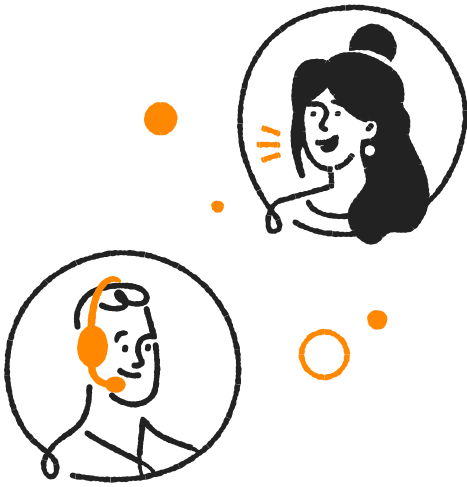
- Iconic trains like The Ghan and Indian Pacific.
- Outback Spirit.
- Sal Salis Ningaloo Reef.
- Aquatic adventures like Cruise Whitsundays, Rottnest Express, Horizontal Falls Seaplane Adventures.
- Melbourne Skydeck and Eureka89.

The organisation's commitment to its customers is to consistently deliver unmatched services, unparalleled experiences and lifetime memories – from the moment they first engage with Journey Beyond to plan their experience, to when they return home at the end of their travels.

Challenge

Through various acquisitions, Journey Beyond had inherited a number of different technology systems, including six different phone systems and an outdated contact centre solution that was only used for the firm's rail journeys. The remaining brands in the Journey Beyond portfolio were using basic phone functionality for customer enquiries and reservations. This made it difficult to ensure a consistent, unrivalled customer experience across all 13 tourism ventures – and any other brands Journey Beyond may add to its portfolio in the future.

Solution



After evaluating a number of different unified communications (UC) platforms and contact centre (CC) solutions, Journey Beyond chose RingCentral’s integrated UCaaS and CCaaS platforms. One major advantage has been the enhanced scalability and remote-working capabilities. RingCentral allows Journey Beyond to run operations 24x7 with centralised administration and distributed users, working from anywhere, on any device. This aligns with Journey Beyond’s US-based parent company – the Hornblower Group – which operates with an entirely remote workforce. It’s also enabled Journey Beyond to recruit talent from a wider area.

RingCentral has also simplified things for the IT team:

“Now we have a single RingCentral UC platform across the business, which has been fantastic for us to support centrally. It’s simple, but it’s a complex enough solution to contain all of the functionality we need. Understanding and configuring the different functionalities and features is the most challenging part, but it works like a charm,” says Madhumita Mazumdar, General Manager Information & Communications Technology, Journey Beyond.

The cloud-based UC and CC platform has eliminated all single points of failure and Journey Beyond now has a more robust disaster recovery posture, as well as additional functionality, flexibility and scalability. The firm has also seen a significant reduction in support and hosting costs – particularly through toll free number bundles and by bringing support in-house – which has allowed Journey Beyond to invest in other areas of the business.

With Journey Beyond still midway through its transformational journey, Madhumita emphasises the importance of the ongoing relationship with RingCentral:

“Journey Beyond and RingCentral are partners. Together, we discuss and decide what we are going to implement, and what’s going to work well for our business, and ultimately, our customers.”

TFI improves collaboration and staff productivity



BUSINESS TYPE:
Food products

EMPLOYEES:
2000

LOCATION:
Adelaide, Australia

WEBSITE:
www.thomasfoods.com

About Thomas Foods International (TFI)

[Thomas Foods International](#) (TFI) is one of Australia's largest family-owned food businesses. With teams in Australia, the US, China, Japan and Europe, the TFI brands and business partnerships grow, supply, and distribute premium meat and seafood all over the world.

TFI has grown from a regional abattoir to a global food supplier organically and through acquisitions. In 2020, the company consolidated all of its Australian wholesale and retail supplier businesses into one new brand: [Thomas Foods International Australia](#). TFI Australia's retail food products are branded as [Thomas Farms](#), and are delivered to supermarkets, butchers, other retail outlets and direct to consumers.

Challenge

Having acquired several businesses, TFI Australia had inherited multiple, disconnected PABX systems. Matt Kruschel, CIO of Thomas Foods International explains:

“As most of our core sites are regional, it's been very difficult getting any kind of data connection so most have been operating with either PSTN or ISDN services. We had nearly every flavour of on-site PABX available, because a lot of our sites we operate from were from businesses we had purchased.”

The team knew that this setup wasn't a viable long-term option, so they already had plans to implement unified communications. However, two coinciding factors accelerated things. Five of the firm's seven sites had PABX hardware that had reached the end of support, and PSTN services were being shut down at a number of its locations.

“It nearly created the perfect storm,” says Matt, “but out of the crisis came an opportunity.”

Solution

“When we saw a demo of RingCentral, it ticked all the boxes plus more in enabling our UC journey,” says Matt. “RingCentral came at the right time with the right price and with the right solution.”

TFI rolled out a proof of concept to one site first, and then [RingCentral MVP](#) was implemented across all seven sites. With minimal disruption to the business, 175 endpoints were deployed remotely in seven locations in under three weeks.

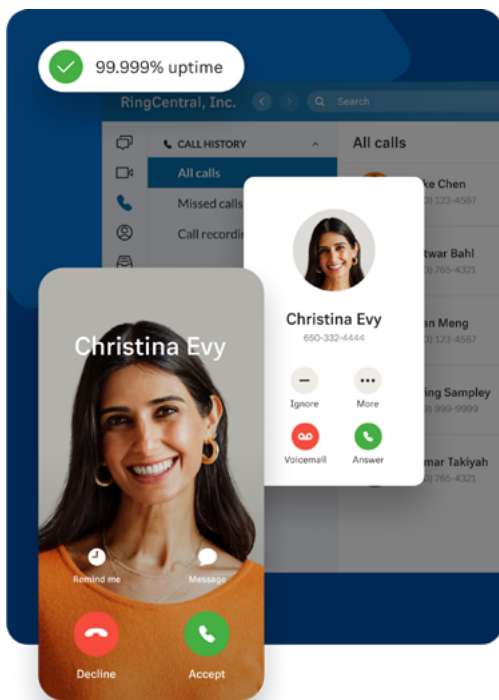
One of the biggest benefits of switching to RingCentral has been improved collaboration between TFI's business units. Because each TFI Australia location is quite isolated, head office has traditionally been the conduit for all sites. However, now RingCentral's collaborative features are allowing each site to integrate directly and work more efficiently together:

“We used to reinvent the wheel a lot of the time at each site. Now, we operate more like a mesh network making us much more efficient. For example, if one site creates a new report, or refines a process, they can much more easily share it and how it can be used with other sites,” says Matt.

The RingCentral platform has replaced the myriad web-based collaboration tools that had been in use across the business. It's also increased the mobility and effectiveness of TFI Australia staff:

“Through the RingCentral mobile app, communication with our endpoints can move seamlessly with our users. If staff were out of the office, they used to forward their calls to their mobiles, which takes them off our PABX. That had a big negative impact on our productivity,” explains Matt.

As a family-owned business with a core group of decision-makers, TFI is fast-moving and quick to seize on business opportunities or respond to

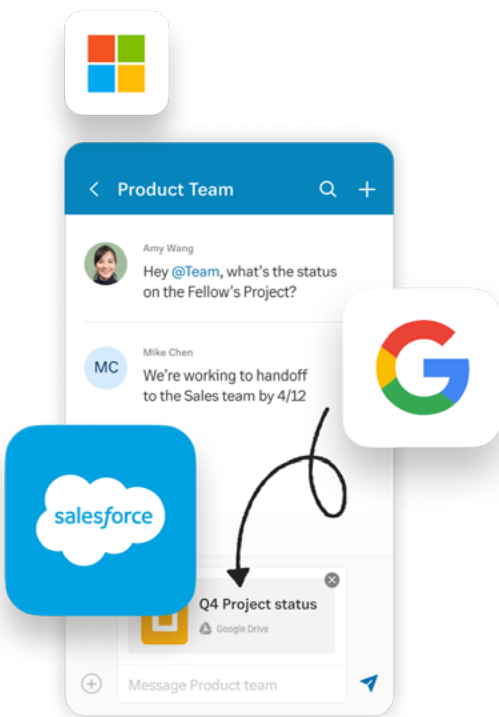


changing market conditions. As a result, the IT team can be asked to set up a new office or integrate an existing business with little notice.

“From the communications side, with RingCentral we can deliver very quickly. In fact, our IT Manager rolled out communications for our Western Australian office from his mobile phone; provisioned the line and everything was up and ready; sent the email off to the end user saying this is what you need to do,” recalls Matt.

TFI Australia plans to replace its remaining PABX hardware with RingCentral as that hardware comes up for renewal. RingCentral will also be a key part of future plans to improve CRM systems, and to fully integrate and consolidate TFI’s global systems when these business units are ready.

“Our UC journey has really just started and investing in RingCentral gives us a platform that will enable us to mature in the years to come,” reflects Matt. “Eventually, it will enable us to take care of UC globally from a single pane of glass.”



Go mobile with RingCentral

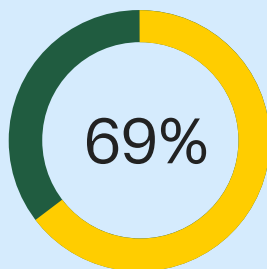
Are you ready to truly work from anywhere? Wherever your teams go, keep them connected to each other, and to customers and vendors, with RingCentral's award-winning solution.

Imagine a world where desk phones are no longer mandatory, but optional. Or one where you can easily switch between devices in the middle of a call, uninterrupted.

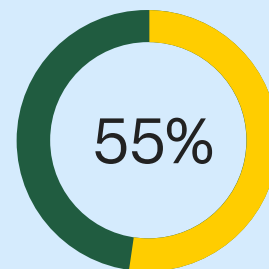
Ditch outdated communication systems. Everything you need can be easily accessible in one app. Start managing all your business communications on the go via your phone, tablet or laptop.

RingCentral helps organisations of all sizes gain flexibility.

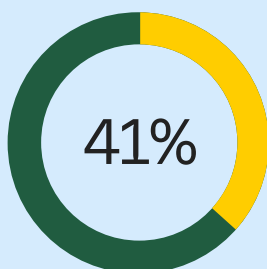
On average, businesses that partner with RingCentral for their communications and collaboration needs see the following:³



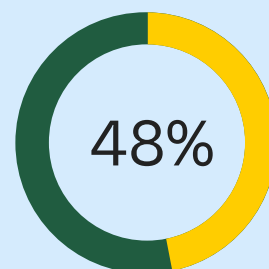
increase in employee mobility



increase in ROI



increase in employee productivity



increase in customer satisfaction

On top of all that, you can tap into 250+ integrations in the RingCentral App Gallery. We're talking about integrations with all your favourite apps, like Salesforce, Microsoft 365 and Google Workspace. Or you can build your own integrations with our open APIs. With benefits like scalability, a lower TCO and a 99.999% uptime SLA, it's the perfect choice for larger organisations.

[Learn more about RingCentral MVP.](#)

3. Source: [RingCentral 2022 customer success metrics](#)

About RingCentral

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video Phone™ (MVP®) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP® combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video®, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.

For more information, please contact one of our solution experts. Visit ringcentral.com/au/en/ or call 1800 957 188.