RingCentral

RingCentral for the transportation and logistics industry

Modernize communications with a unified platform, powered-by AI, to keep operations running smoothly and efficiently

Communication is key in the competitive transportation industry

Transportation and logistics employees need to be always accessible to colleagues, customers, and partners to handle anything that comes up to move the business forward. Unfortunately, aging on-prem infrastructure can make staying connected extremely difficult and costly. Having to rely on a variety of siloed, inflexible systems increases the complexity of communicating and coordinating across channels, creating inefficiencies, curbing collaboration, and slowing decision-making.

RingCentral provides a unified communications platform, powered by AI, that transportation and logistics companies can use to modernize both 'the shop' and the back office to transform their communications. With RingCentral, everyone can connect from anywhere, on any device, to collaborate and quickly respond to current conditions to optimize operations, increase productivity, and create seamless experiences for everyone.

> "By migrating our company to RingCentral, we've replaced an IT communications infrastructure that was stifling our operations with one that's actually helping us grow."
>
> – Praveen Boppana, Director of Technology, Bennett International

The RingCentral difference

< 6 months

for RingCentral to more than pay for itself by lowering telecom costs[1]

Unifies communications

RingCentral enables transportation and logistics companies to consolidate their communications infrastructure into a single cloud-based platform that can be managed from anywhere. Companies can eliminate point solutions for phone, video conferencing, messaging, text, contact center, and other digital channels, to drastically simplify their costs and operations. They can even digitally transform and unify the plain old telephone service (POTS) lines they have had to keep for emergency services with RingCentral's all-in-one POTS replacement solution. Moving everything to RingCentral's cloud-based communications platform helps companies enhance the reliability, scalability, and functionality of their communications services, while ensuring security and compliance.

"With RingCentral, we have everything we need in one place: mobile and remote-work capabilities, a unified app for phone and texting, and a no-maintenance solution our employees can manage themselves."

– Neil Nosakowski, Chief Information Officer, Corrigan Moving Systems

Keeps business moving

Transportation and logistics companies can rely on RingCentral's best-in-class, cloud-based communications infrastructure to keep everyone connected and working. RingCentral provides a 99.99% uptime service level agreement (SLA) that ensures communications are available 24 hours a day, seven days a week, 365 days a year.

Everyone can use the device and channel of their choice–calls, videos, text messaging, etc.–to connect, whether they are in the office, at home, or on the road. Employees can simply install the RingCentral app on their tablet or mobile phone to get a corporate number that keeps them connected to the company's system and ensures they are reachable wherever they are.

"Thanks to RingCentral's mobile app and 99.999% uptime, our team is earning the reputation of always being accessible to our clients, and that's helping us grow."

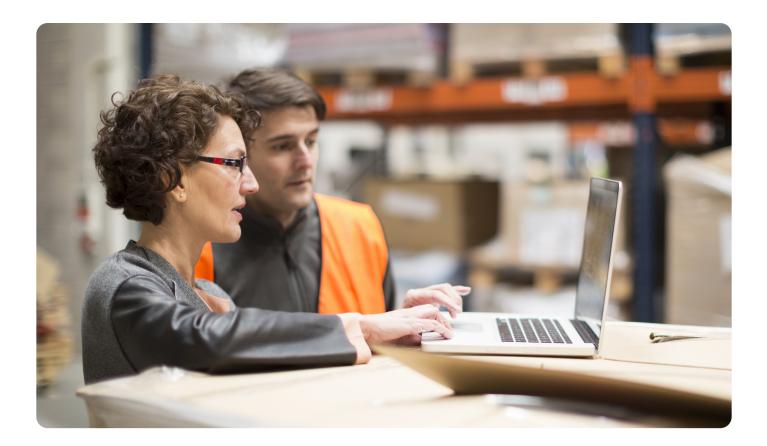– Brian Hastings, Supply Chain Leader, Veritas Logistics

Automates and improves communication workflows

RingCentral gives transportation and logistics companies a suite of AI-powered capabilities with RingCentral AI that can automate communications workflows and improve the way work gets done. Using sophisticated machine learning (ML) algorithms to analyze patterns in communication behaviors and outcomes, RingCentral AI can refine recommendations and insights to continuously increase its effectiveness over time.

For instance, RingCentral AI can automate transcriptions and summaries of calls, texts, video conferences, and voicemails to eliminate notetaking and ensure companies have a complete record of every interaction. After a conversation, RingCentral AI can automatically schedule reminders, draft emails, and provide prompts for next steps to ensure no action item falls through the cracks.

"We've seen real workflow improvements with RingCentral, and now I'm looking forward to seeing what additional insights and business intelligence we can gain by implementing the RingSense AI solution."

– Richard Chavous, Manager of Enterprise Cloud Engineering, Worldwide Express

Creates effortless experiences

Whether communicating with operators in the field or coordinating deliveries with customers, interactions need to be seamless. RingCentral ensures escalations or switches from one communications channel to the next are smooth. Transcripts and summaries follow the interaction, helping employees or customer service agents pick up right where the conversation left off.

Robust routing capabilities help ensure callers are connected to the best agent/resource for their needs. Employees can easily set up their own automated greetings and phone menus to reflect their current availability and help ensure calls are handled quickly and efficiently.

"Our Ryder Last Mile team is so grateful to have RingCentral Contact Center powering their support operations. Those 180 agents are all working remotely, and they're handling 30,000 calls in an average month. But because they can join call queues and take calls so easily from their laptops, that team hasn't missed a beat."

– David Bartos, Senior Telecom Manager, Ryder Systems

Delivers insights

RingCentral gives transportation and logistics companies a single place to access a wealth of information and insights on all their voice and digital interactions. Historical, real-time, and custom dashboards make it easy to monitor interactions and identify issues and opportunities to improve experiences.

"RingCentral's reporting dashboard is a huge benefit to our company because it lets us see everything: how quickly calls are being answered, what percentage go to voicemail, and anything else we want to know. That gives us the business intelligence to make the best decisions for our company—such as whether it's time to grow our support team"

– Neil Nosakowski, Chief Information Officer, Corrigan Moving Systems

Enhances existing investments

The RingCentral platform integrates with existing applications to maximize their value for transportation and logistics companies. With out-of-the-box integrations and easy-to-use APIs and SDKs, companies can further streamline and optimize their communication workflows to get more out of every interaction. For instance, when employees or agents are on the phone with a customer or partner, integrations with customer relationship management (CRM), warehouse management, or tracking systems can give them valuable details that help them better respond to the issue at hand.

"Employees are using the RingCentral for Salesforce integration, which pops up customer profiles in real-time as they're calling in. That lets the agent have a more personalized and productive conversation from the start, rather than scrambling around looking for the customer's details."

– David Bartos, Senior Telecom Manager, Ryder Systems

Secures communications

RingCentral maintains compliance with a variety of regulations to protect the privacy and integrity of the data and communications it supports. In addition to RingCentral's robust security programs and built-in security features, the platform offers transportation and logistics companies a comprehensive set of administrative controls they can use to tailor protections across channels. For instance, for video meetings, they can require attendees to authenticate, limit who can enable screen sharing, and require waiting rooms,meaning meetings hosts can manage which people can participate.

Simplifies roll out, adoption, and management

When replacing PBX infrastructures, VoIP phones are automatically provisioned from the RingCentral cloud, so all someone needs to do is plug them into the Internet. To use personal or corporate-issued tablets and mobile devices, employees simply download the RingCentral app from the app store of their choice, log in, and start using all its capabilities.

For companies with complex environments or those who are simply worried about making the transition to the cloud, RingCentral's Professional Services team is available to help with the setup and rollout. Learn more here: https://www.ringcentral.com/solutions/professional-services.html

As a cloud-based platform, administrators can monitor and manage communications from anywhere and proactively address any alerts to maintain the highest quality of service (QoS). Features are intuitive and user-friendly, making it easy for companies to quickly adopt advanced capabilities and start benefiting.

"A lot of the things we need from a support standpoint, like video tutorials or other instructional materials to onboard new employees, we can find them ourselves easily at RingCentral University, which is awesome. But when I've needed technical support or guidance, I've always found the RingCentral team extremely helpful."

– James Collett, IT Project Manager, Bennett International

Feature favorites

Call "Flip"

Allows employees on a deskphone call to press a button and flip that call to their cell phone to continue the conversation on the go.

Call to Video

Launches a video session from a call for a more personal connection or more visibility. For example, when someone needs help troubleshooting an issue or fixing equipment that has broken down in the field.

> "Being able to text from their business line, from anywhere, has been a game-changer for our employees and our business. This is a preferred method of communication for a lot of our customers, especially our younger customers, and now we're able to offer that service to them."
>
> – Neil Nosakowski, Chief Information Officer, Corrigan Moving Systems

Voicemail-to-email

Transcribes voicemails, faxes, etc. into email and SMS notifications to ensure nothing is missed.

Push to Talk

Turns smartphones and tablets into a walkie-talkie solution that allows employees to use the RingCentral app to talk back and forth with others. Can replace or integrate with legacy walkie-talkies, pagers, or rugged handheld devices, enabling everything to be managed through RingCentral's single pane of glass in the cloud.

SMS

Empowers employees to text from their business line – they simply open the RingCentral app to securely send and receive messages. Everything is captured to ensure interaction records are complete.
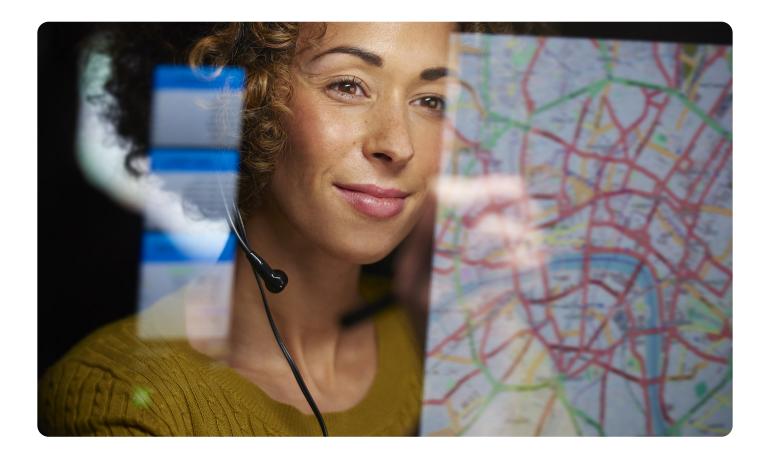
Bulk SMS

Enables a message to be sent to a group of phone numbers through the RingCentral app or via an API from your business application. Each recipient receives the message as a direct, one-to-one text from the sender. This built-in capability is great for both internal and external communications, including company announcements, customer updates, and marketing campaigns.

Video tasks

Delivers video messages with assignments and deadlines attached to help companies track who has seen which messages and who has completed specific tasks when they are marked as "done.

"RingCentral's SMS texting feature is fantastic. If I want to send a quick update to one of our drivers, the app lets me send that text from my business number. That's such an easy, timesaving way to stay connected with our business partners throughout the process."

– Brian Hastings, Supply Chain Leader, Veritas Logistics

Benefits

Optimize operations and reduce costs

Consolidates communications in a single cloud-based platform to enhance the reliability, scalability, security, and functionality of communications services, while reducing costs.

Enhance experiences

Create seamless interactions for employees, customers, and partners to deliver consistently high-quality experiences that improve satisfaction and loyalty.

Increase productivity

Speeds work with unified communication tools, AI-driven features, and integrations that simplify and automate communication workflows, so employees can focus on moving the business forward.

Scale and adapt

Gives transportation and logistics companies the cloud-native architecture they need to scale and adapt to support their changing needs and growth.
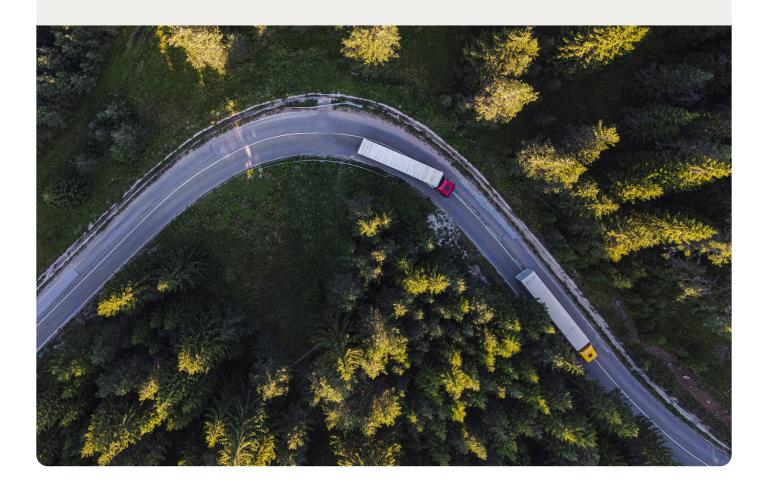
Make data-driven decisions

Provides valuable data and actionable insights that enable transportation and logistics companies to take steps to improve overall business performance.

"All the benefits of RingCentral make it worth paying more for it than our legacy infrastructure, but we're actually paying less. Moving to RingCentral cut our overhead way down. We don't need an on-prem PBX at every location, or local phone lines, or maintenance to support the hardware. It's all handled in the cloud."

– David Bartos, Senior Telecom Manager, Ryder Systems

"We're using [RingCentral's] capabilities to streamline our operations and provide an excellent customer service experience, and the data I've been reviewing in the RingCentral analytics dashboard underscores that it's working."

– Cheryl Hisdahl, Contact Center Manager, Worldwide Express

1. https://www.ringcentral.com/whyringcentral/casestudies/corrigan-moving-systems.html

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions. More flexible and cost effective than legacy on premises systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingEX™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com