

# RingCentral 2022 customer success metrics

Deploying cloud communications, collaboration, and contact center solutions is not just good for making communications simpler, it is great for driving value across the enterprise. Tapping into our global customer community, RingCentral surveyed RingCentral customers to learn the business value derived across five (5) categories of metrics: return on investment and general business, cost reduction/IT, employee productivity and business agility, business process improvement/workforce mobility and customer experience.



The results of the survey are summarized across 30 metrics that you can use as benchmarks for your own deployment objectives.

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
<b>ROI and general metrics</b>					
Revenue growth (%)	10	10	20	22	Increase in revenue growth with RingCentral
Return on investment (ROI) (%)	1	20	35	27	ROI with RingCentral
Time to payback (mos)	2	4	8	7	Expected payback with RingCentral
Increase in customer satisfaction (%)	20	25	50	38	CSat increase with RingCentral
Increase in employee satisfaction (%)	30	50	80	57	ESat increase with RingCentral
Time to implement (mos)	1	2	3	3	Expected time to implement with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
<b>Total cost of ownership metrics (%)</b>					
Faster workflow deployment	0	15	50	27	Faster workflows with RingCentral
Faster integration	0	18	50	26	Faster integrations with RingCentral platform
Decrease in telecommunication costs	6	13	19	13	Decrease telecom costs with RingCentral
Decrease in hardware costs	0	13	25	15	Decrease in hardware costs with RingCentral
Decrease in IT spend	0	6	23	14	Decrease in IT spend with RingCentral
<b>Employee productivity &amp; business agility (%)</b>					
Decrease in in-person meetings	0	30	65	36	Decrease in in-person meetings with RingCentral
Increase in meeting effectiveness	5	20	50	34	Increase in meeting effectiveness with RingCentral
Increase in employee productivity	16	35	50	39	Increase in employee productivity with RingCentral
Decrease in application toggling	0	15	45	24	Decrease in app toggling with RingCentral
Decrease in employee attrition	8	13	21	14	Decrease in employee attrition with RingCentral
<b>Business process improvement and workforce mobility (%)</b>					
Increase in employee mobility	0	5	20	14	Increase in employee mobility with RingCentral
Increase in resource access	45	100	100	71	Increase in resource access with RingCentral
Increase in information access	5	40	55	36	Increase in information access with RingCentral
Decrease in ramp-up time	10	23	43	29	Decrease in ramp-up time with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
<b>Customer Experience (CX) (%)</b>					
Improvement in containment rate	11	15	19	14	Improvement in containment rate with RingCentral
Decrease in cost to serve	10	15	20	4	Decrease in cost to serve with RingCentral
Increase in shifting call volumes to digital	14	25	58	38	Increase in shifting call volumes to digital with RingCentral
Decrease in average handle time	6	13	15	14	Decrease in average handle time with RingCentral
Increase in first contact resolution	2	10	25	13	Increase in first contact resolution with RingCentral
Decrease in hold times	0	15	25	17	Decrease in hold times with RingCentral
Increase in average speed to answer time	3	20	28	22	Increase in average speed to answer time with RingCentral
Increase in schedule adherence	0	9	20	36	Increase in schedule adherence with RingCentral
Decrease in agent idle time	9	20	25	19	Decrease in agent idle time with RingCentral
Increase in average revenue per agent	0	15	21	13	Increase in average revenue per agent with RingCentral

Source: RingCentral Customer Success Survey conducted from Dec 2020 to April 2022. Survey respondents were 189 customers (the majority of respondents being business executives and decision makers) randomly selected from RingCentral customers across all business segments from the US, Canada and UK. This material is provided for information purposes only, on an as-is basis, and is subject to change. The information is not warranted as to its merchantability, completeness, accuracy or fitness for a particular purpose. RingCentral does not represent, warrant, undertake or guarantee that the use of this information will lead to any particular outcome or result.

For more information, please contact a sales representative. Visit [ringcentral.com/customer\\_success](https://ringcentral.com/customer_success) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing 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 RingCentral MVP™, 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.



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