RingCentral

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.

Survey results are summarized across 30 metrics you can use to benchmark your own deployment objectives.

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
ROI and general metrics					
Revenue growth (%)	10	20	50	**30**	Increase in revenue growth with RingCentral
Return on investment (ROI) (%)	10	25	75	**55**	ROI with RingCentral
Time to payback (mos)	2	6	12	**9**	Expected payback with RingCentral
Increase in customer satisfaction (%)	20	48	80	**48**	CSat increase with RingCentral
Increase in employee satisfaction (%)	25	50	90	**58**	ESat increase with RingCentral
Time to implement (mos)	1	1	3	**3**	Expected time to implement with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
Total cost of ownership metrics (%)					
Faster workflow deployment	1	35	75	**43**	Faster workflows with RingCentral
Faster integration	0	30	75	**42**	Faster integrations with RingCentral platform
Decrease in telecommunication costs	5	20	35	**23**	Decrease telecom costs with RingCentral
Decrease in hardware costs	0	5	25	**20**	Decrease in hardware costs with RingCentral
Decrease in IT spend	5	10	20	**16**	Decrease in IT spend with RingCentral
Employee productivity & business agility (%)					
Decrease in in-person meetings	3	50	75	**42**	Decrease in in-person meetings with RingCentral
Increase in meeting effectiveness	5	25	60	**37**	Increase in meeting effectiveness with RingCentral
Increase in employee productivity	15	30	60	**41**	Increase in employee productivity with RingCentral
Decrease in application toggling	0	15	50	**29**	Decrease in app toggling with RingCentral
Decrease in employee attrition	0	10	33	**24**	Decrease in employee attrition with RingCentral
Business process improvement and workforce mobility (%)					
Increase in employee mobility	36	88	100	**69**	Increase in employee mobility with RingCentral
Increase in resource access	10	45	70	**43**	Increase in resource access with RingCentral
Increase in information access	3	25	73	**39**	Increase in information access with RingCentral
Decrease in ramp-up time	0	15	50	**25**	Decrease in ramp-up time with RingCentral

	Low (25th percentile)	Medium (50th percentile)	High (75th percentile)	Average	Description
Customer Experience (CX) (%)					
Improvement in containment rate	2	18	48	**27**	Improvement in containment rate with RingCentral
Decrease in cost to serve	6	20	40	**30**	Decrease in cost to serve with RingCentral
Increase in shifting call volumes to digital	15	50	89	**50**	Increase in shifting call volumes to digital with RingCentral
Decrease in average handle time	5	17	50	**30**	Decrease in average handle time with RingCentral
Increase in first contact resolution	10	25	65	**43**	Increase in first contact resolution with RingCentral
Decrease in hold times	5	23	50	**38**	Decrease in hold times with RingCentral
Increase in average speed to answer time	5	20	50	**38**	Increase in average speed to answer time with RingCentral
Increase in schedule adherence	0	10	39	**30**	Increase in schedule adherence with RingCentral
Decrease in agent idle time	0	10	35	**32**	Decrease in agent idle time with RingCentral
Increase in average revenue per agent	0	15	30	**25**	Increase in average revenue per agent with RingCentral

For more information, please contact a sales representative. Visit 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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