

RingCentral Managed Services™

RingCentral Managed Services is available globally and provides the expertise and efficiency that allow you to focus on your business.

In today’s fast-paced business environment, companies are prioritizing digital initiatives and support for their remote workforces, but these added responsibilities often overwhelm IT teams. This is where help from external experts can save time and costs so businesses can focus on what they do best.



RingCentral Managed Services: Overview

RingCentral Managed Services helps you with 24x7x365 Service Desk, Support, and peace of mind to ensure optimal uptime of your RingCentral MVP and Contact Center solutions.

RingCentral Managed Services for MVP:

Entitlement	Managed Services		
	Essentials (Requires Silver Advanced Support)	Evergreen (Requires Gold Advanced Support)	Premium (Requires Platinum Advanced Support)
Service Delivery Manager	●	●	●
24x7x365 Service Desk	●	●	●
Service Level Objectives	●	●	●
Escalation Management	●	●	●

Entitlement	Managed Services		
	Essentials (Requires Silver Advanced Support)	Evergreen (Requires Gold Advanced Support)	Premium (Requires Platinum Advanced Support)
Governance & Reporting	•	•	•
Tier 1 Incident Management (Cases)	20% of All users/QTR	30% of All users/QTR	30% of All users/QTR
Simple MACD Requests	10% of All users/QTR	15% of All users/QTR	15% of All users/QTR
Complex MACD Requests	Up to 6 Hrs/Mo	Up to 12 Hrs/Mo	Up to 16 Hrs/Mo
Service Reviews	Quarterly	Monthly	Monthly
Health Check & Optimization Reviews	○	Quarterly	Quarterly
Voice QoS Optimization, Architectural Reviews, etc.	Add On: Premier Services	Add On: Premier Services	Add On: Premier Services
Training Sessions	Add On: Training Package	Add On: Training Package	Add On: Training Package
Staff Augmentation (PS, NOC, etc.)	Optional	Optional	Optional
Service Level Agreement	○	○	Optional
RingCentral Managed Services for Contact Center:			
Service Delivery Manager	•	•	•
24x7x365 Service Desk	•	•	•
Service Level Objectives	•	•	•
Escalation Management	•	•	•
Governance & Reporting	•	•	•
Tier 1 Case Management (Cases)	20% of All Agents/QTR	30% of All Agents/QTR	30% of All Agents/QTR
Simple MACD Requests	10% of All Agents/QTR	15% of All Agents/QTR	15% of All Agents/QTR

Managed Services

Entitlement			
	Essentials (Requires Silver Advanced Support)	Evergreen (Requires Gold Advanced Support)	Premium (Requires Platinum Advanced Support)
Complex MACD Requests	Up to 6 Hrs/Mo	Up to 12 Hrs/Mo	Up to 16 Hrs/Mo
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Voice QoS Optimization, Architectural Reviews, etc.	Add On: Premier Services	Add On: Premier Services	Add On: Premier Services
Training Sessions	Add On: Training Package	Add On: Training Package	Add On: Training Package
Staff Augmentation (PS, NOC, etc.)	Optional	Optional	Optional
Custom Application, 3rd Party/OEM, or Device-as-a-Service Support	○	○	Optional
Service Level Agreement	○	○	Optional

Why choose RingCentral Managed Services?

RingCentral Managed Services provides you with experts and support around the clock to ensure optimal uptime, minimize disruptions, and resolve issues. The monthly model of invoicing allows for better cost predictability.

Customer Issues:

- Minimal staff to support new platform - 24x7x365 risk
- Lack of internal skill set to support new platform
- Effort of Staff Management (Recruit/Hire/Onboard/Train/Manage/Retain)
- Inability to focus on value initiatives
- Inability to quickly scale
- Reduced of visibility in cost and its predictability (Resources, tools, training, etc.)

Customer Benefits:

- ✓ Transition to MRR Opex Model
- ✓ Reduced & Predictable Operating Costs
- ✓ Reduced or Eliminated Staffing Efforts
- ✓ Reduced Risk of Support Availability (Attrition, critical absence)
- ✓ Vendor Consolidation
- ✓ Quicker Issue Resolution & Higher Service Levels
- ✓ Simplified Change Management
- ✓ Ability to focus team on business value initiatives
- ✓ Scalability & Agility

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 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.



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

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