

2021 Impact Report



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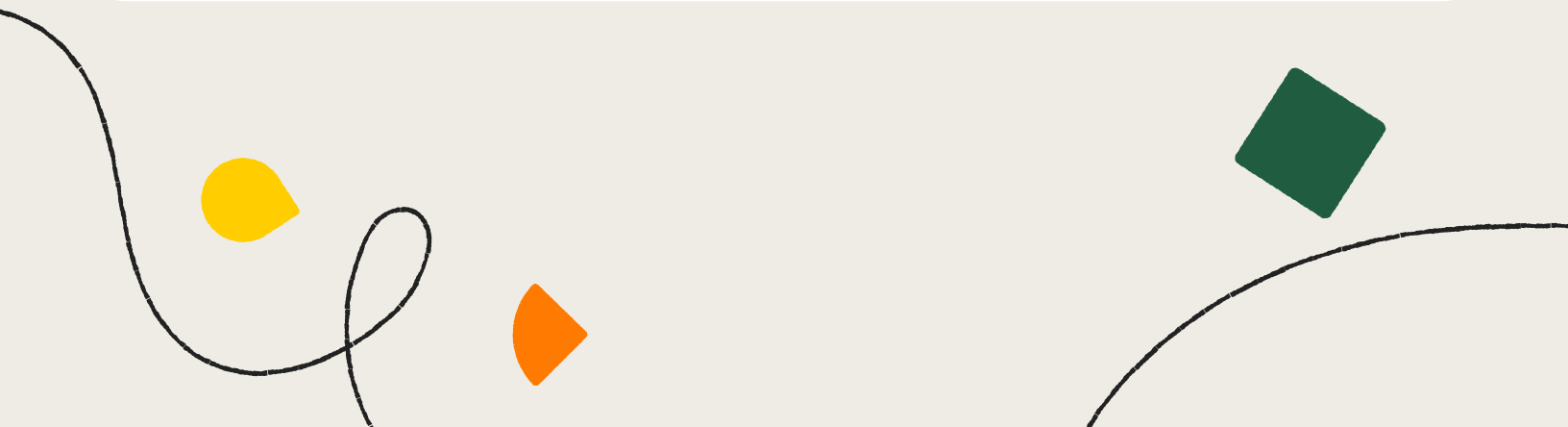
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A message from our CEO

2021 was a year of both challenges and opportunities.

I've been humbled by our collective resilience and inspired by the progress we're making toward a better future. At RingCentral, our teamwork and our technology have been helping customers keep their businesses running during this difficult time. I want to thank all of our employees, customers, and partners for their continued dedication and efforts this past year. Working through adversity has made us stronger, which is evident in the innovations we're building as we reimagine the workplace.

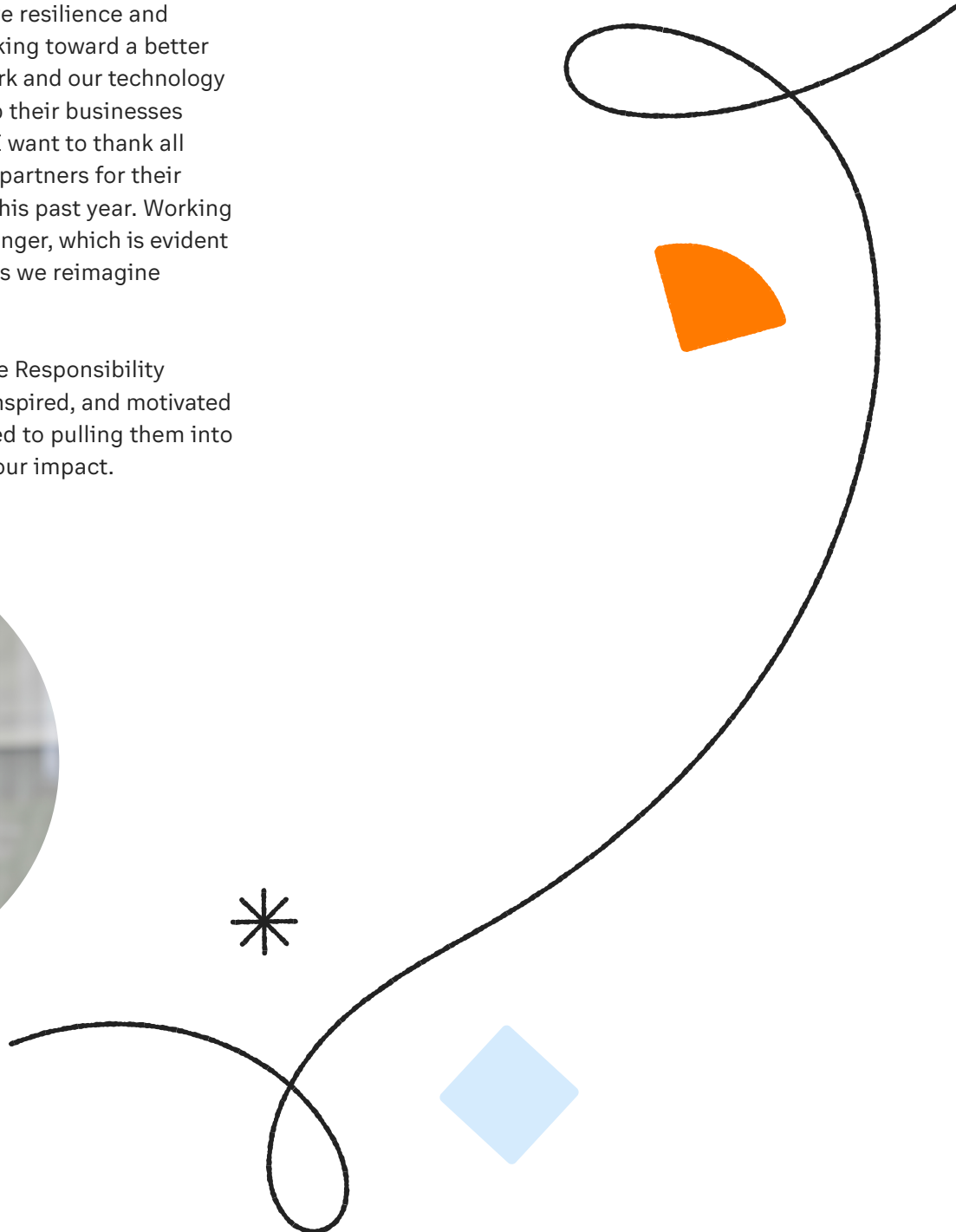
We're proud to share the Corporate Responsibility initiatives that kept us energized, inspired, and motivated in 2021. Moreover, we're committed to pulling them into our core business and deepening our impact.



Vlad Shmunis

Chief Executive Officer, Founder,
and Chairman of the Board

A stylized, handwritten signature in black ink, appearing to read 'V. Shmunis'.



Our commitment to Corporate Responsibility

Across the organization, we are committed to furthering our Corporate Responsibility. Being a strong corporate citizen is imperative for our employees, the customers we serve, the planet, the communities in which we operate, and ultimately our business.



Vlad Shmunis

Chief Executive Officer, Founder,
and Chairman of the Board



Mo Katibeh

President and
Chief Operating Officer



Kira Makagon

Chief Innovation Officer



Sonalee Parekh

Chief Financial Officer



John Marlow

Chief Administrative Officer
and General Counsel



Homayoun Razavi

Chief Business Development Officer



Carson Hostetter

Chief Revenue Officer



Helen Vu

VP of Global Real Estate
and Workplace



Vaibhav Agarwal

Chief Accounting Officer

2021 highlights

In 2021 we focused on building diversity and supporting the well-being of our employees and underserved communities.



6+

employee benefits added to support mental health and work-life balance



26

awards recognizing our diversity and inclusion, and philanthropy



400+

nonprofits benefitted through volunteering and donations



12

Employee Resource Groups



\$23.4M

invested in Diverse Suppliers



\$425K+

donations made by RingCentral and employees



A rating

from MSCI for ESG efforts*

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Our Story



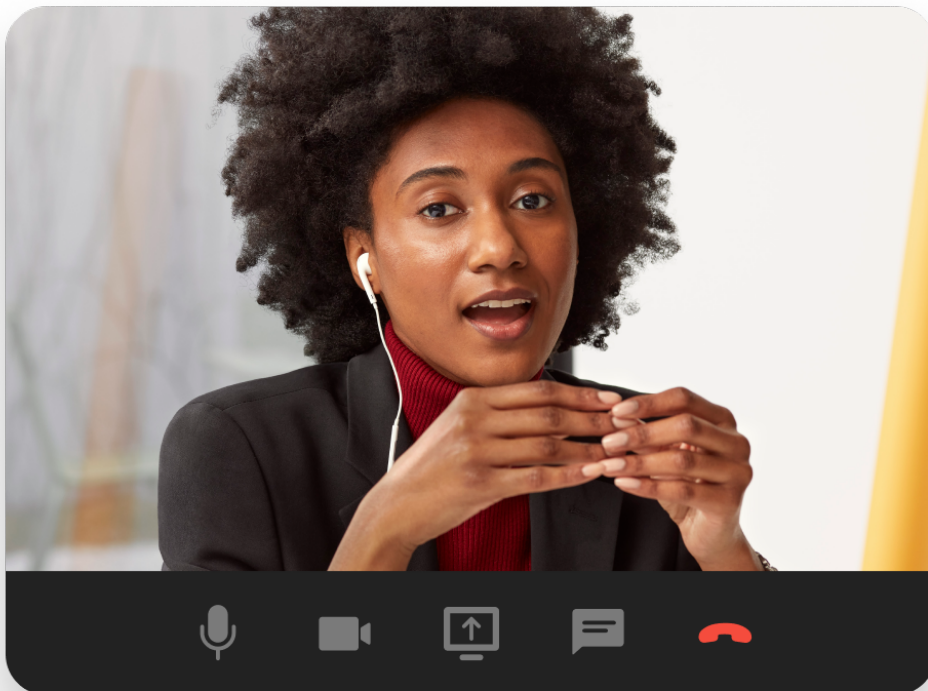
Who is RingCentral?

RingCentral is a leading global provider of cloud communications solutions that make it simpler for organizations to run and grow their businesses and communities. Our secure platform is easy to set up, easy to use, and easy to manage—designed for the evolving workforce.

At RingCentral, we honor the unique background, identity, ethnicity, and perspectives of every individual. Our efforts align to support the UN's Sustainable Development Goals, and we are framing our metrics using SASB standards.



Excited to work together! 🔥



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Numbers at a glance



1999

born in the cloud



\$1.8B

annual recurring revenue in 2021



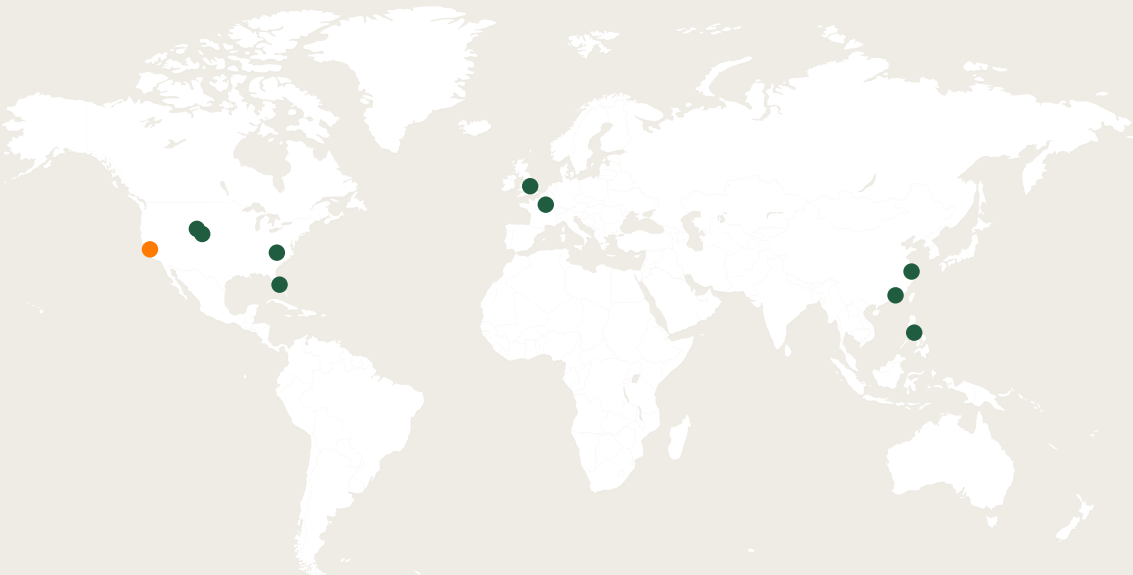
17

partner awards in 2021



4

product awards in 2021



**Belmont,
California**

Headquarters

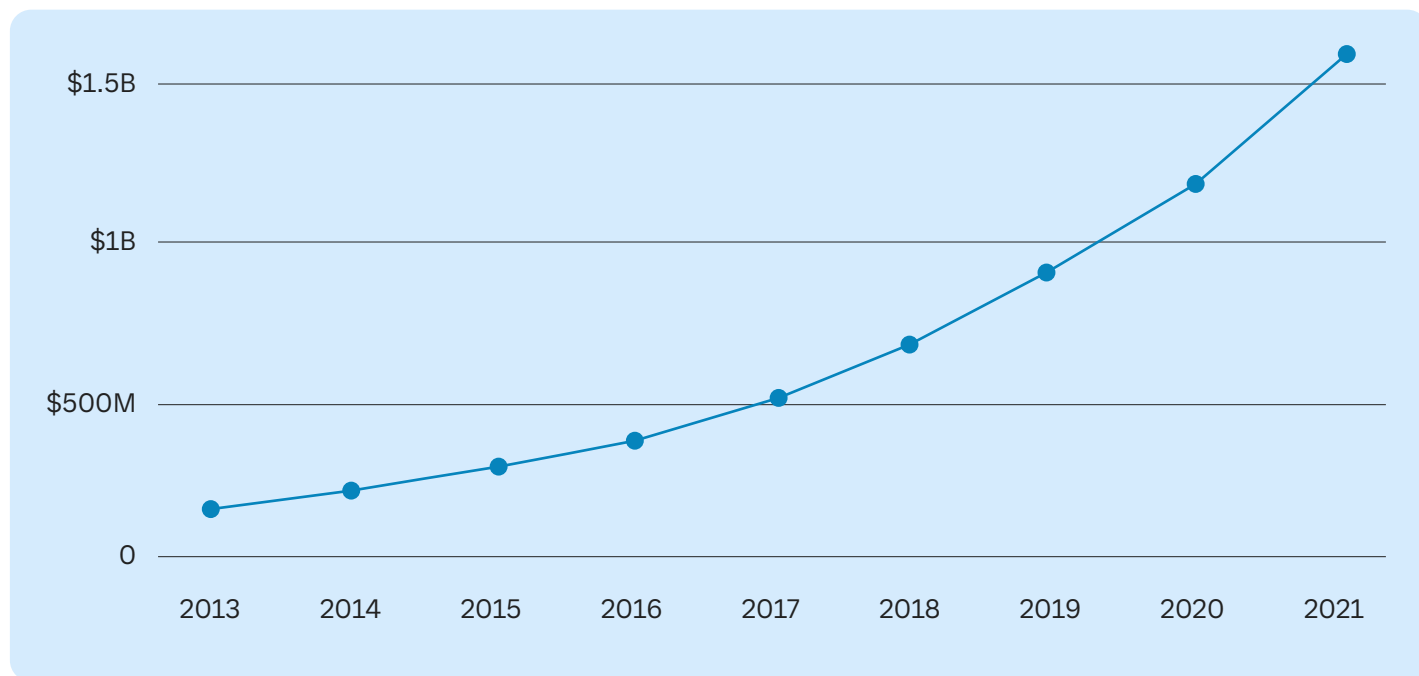
3,500+

full-time employees as
of December 31, 2021

10

offices around the world
and on four continents as
of December 31, 2021

Our growth



Total revenue (in millions of US \$)

\$161

2013

\$380

2016

\$903

2019

\$220

2014

\$504

2017

\$1,184

2020

\$296

2015

\$674

2018

\$1,595

2021

Note: Figures for FY16 and FY17 reflect the adoption of ASC 606 (immaterial impact), which we adopted on January 1, 2018



A note from our Corporate Responsibility team

The years 2020 and 2021 challenged the world in ways we couldn't have imagined.

In 2021, we strengthened our efforts and deepened our commitment to make real change in the areas of Environment, Social Impact, and Responsible Governance. We're aligning this Corporate Responsibility commitment with our overall business strategy. Here are some of the highlights:

- We launched our first public grant program, donating over \$60K to nonprofit organizations.
- We were recognized once again as one of the top Bay Area Corporate Philanthropists.*
- We expanded features in our products for deaf/hard-of-hearing, non-verbal, and blind/low-vision users.
- We increased our commitment to DIVE (Diversity, Inclusion, Values, Equity) with over 12 Employee Resource Groups and a dedicated team working to improve diversity at RingCentral.

Looking back at our journey to this point, we're proud of what we've accomplished. We know we have a responsibility to take care of our global community. To that end, we're working on several targeted initiatives for the upcoming year to further our commitment to doing good in our communities as well as with our customers, stakeholders, and our people.

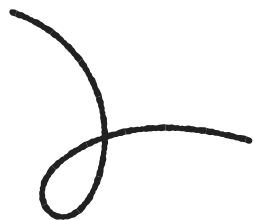
We're excited about what's to come as we get back together in person and strengthen our impact. We have much gratitude for all of our partners who have helped us get this far.

*San Francisco Business Times' award for Top 100 Bay Area Corporate Philanthropists in 2021. For more information, click [here](#).

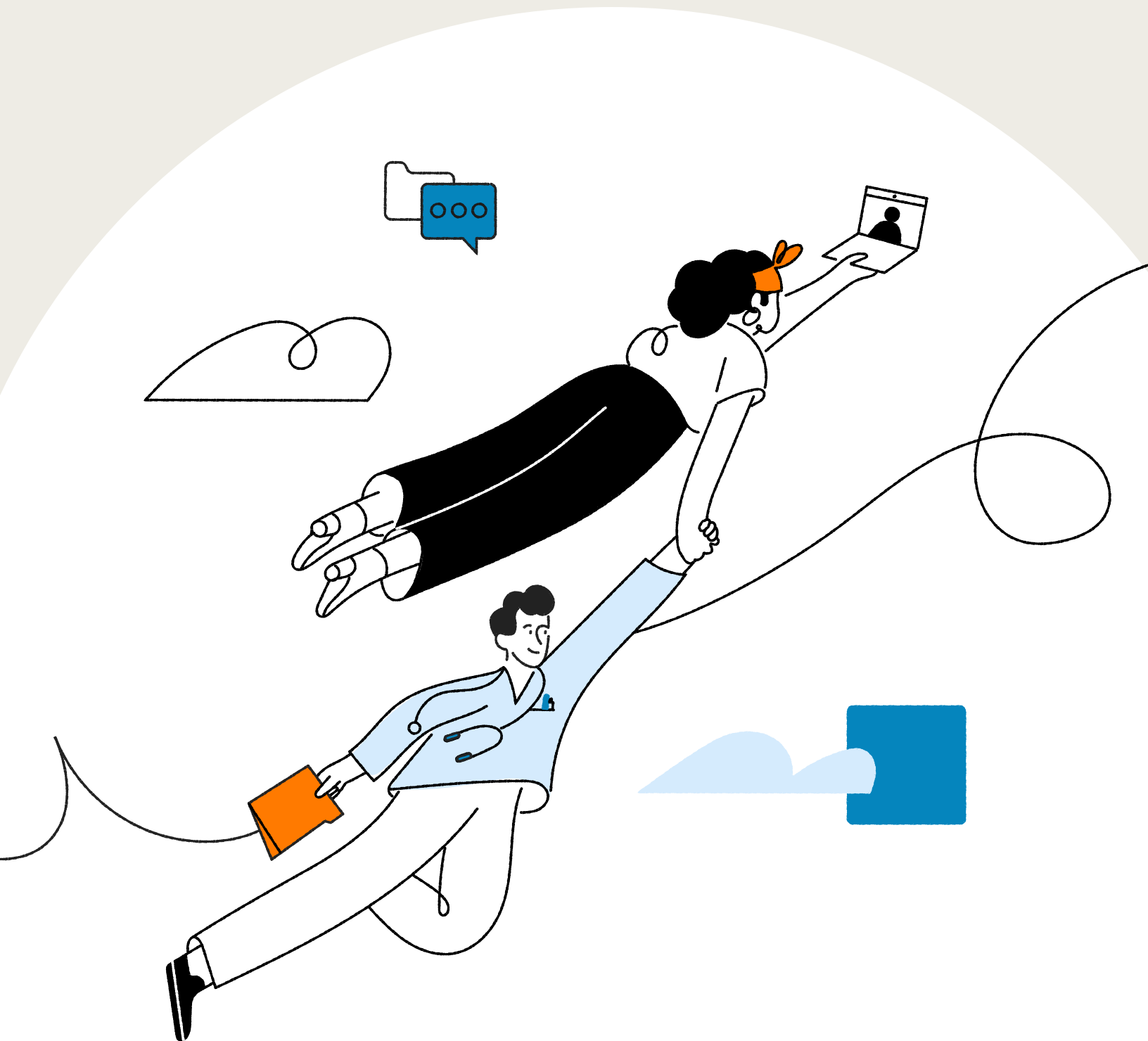


Tu-Han Phan
Executive Director, RingCentral.org

A stylized, handwritten signature in black ink, appearing to read 'Tu Han Phan'.

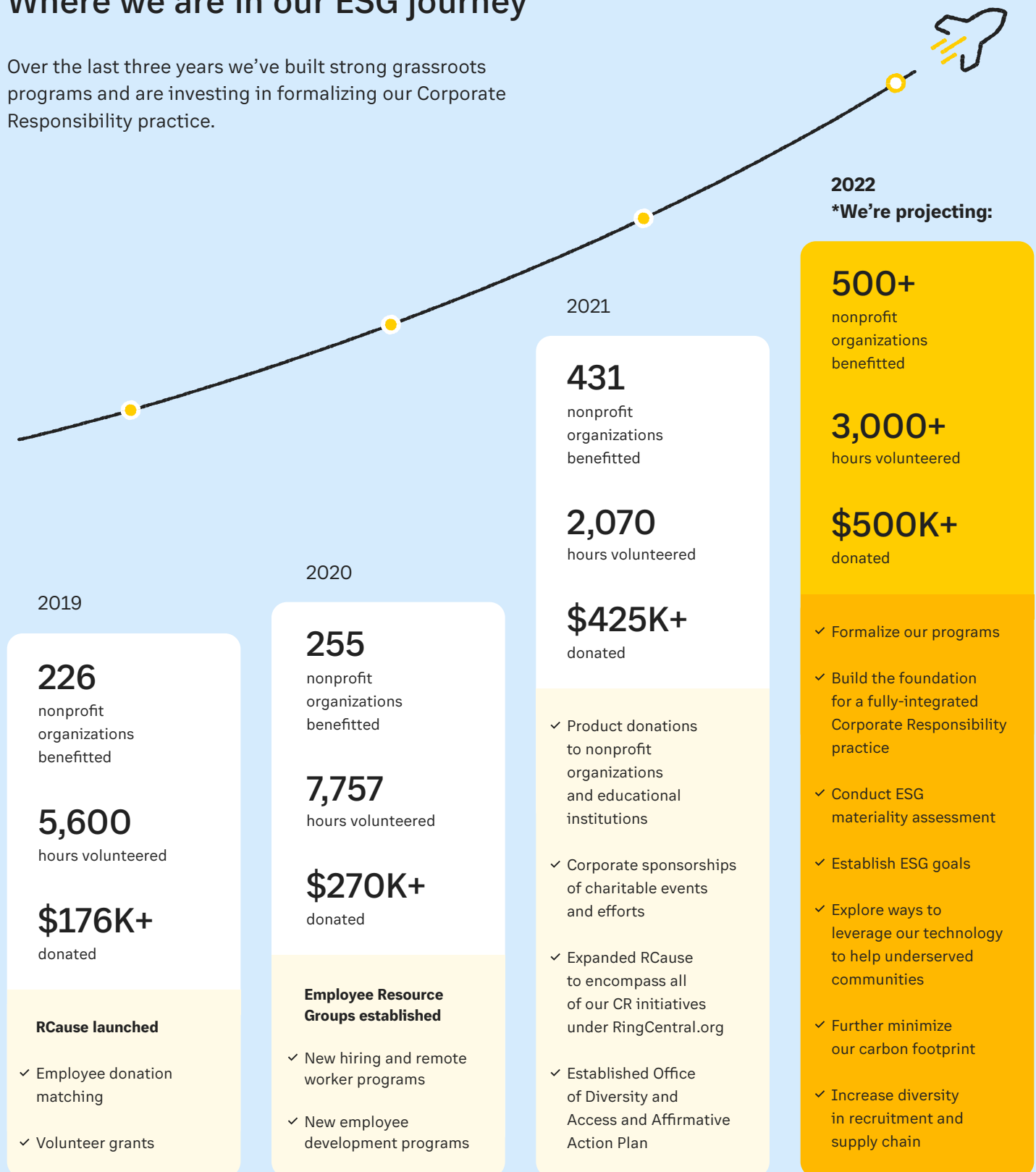


Our Journey



Where we are in our ESG journey

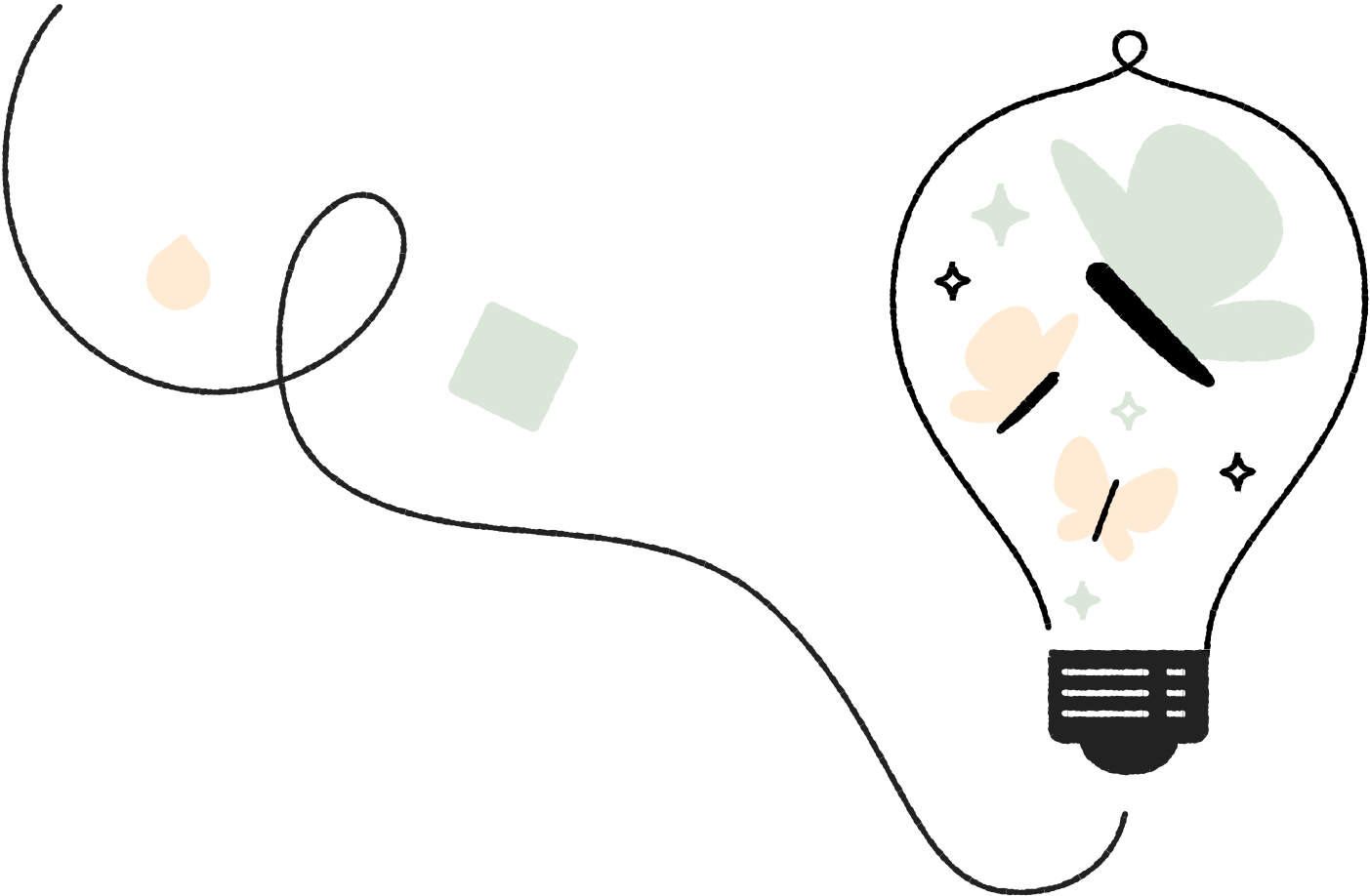
Over the last three years we've built strong grassroots programs and are investing in formalizing our Corporate Responsibility practice.



*RingCentral assumes no obligation for, and does not intend to update, any forward-looking statements.

Our ESG roadmap

	Environment	Social	Governance
Our guides	Lower the environmental impact of our operations and those of our customers with virtual solutions	Aid underserved communities through our innovation and thoughtful partnerships	Prioritize ethics and compliance in our business and our partnerships
Our priorities	<ul style="list-style-type: none">• Carbon reduction• Energy efficiency• Waste management and recycling	<ul style="list-style-type: none">• Diversity and equal opportunities• Amplify nonprofit impact• Data privacy and security	<ul style="list-style-type: none">• Ethical business practices throughout our supply chain• Formalize our ESG practices



We support the UN Sustainable Development Goals (SDGs)

As a global company [operating in over 30 countries](#), we recognize our part in supporting the UN's Sustainable Development Goals. Through our core business and investments we contribute most meaningfully in these impact areas:



In 2021, we increased our investment in employee health and wellness resources to support the well-being of our teams. These benefits include fertility support, mindfulness training, free 'search for me' services that help employees find just about any resource, as well as free legal advice. In 2021, we added six employee benefits to support employee health and well-being.

[Read more on page 25](#)



Responsible production is an active area of focus. We are working to pull our diversity, equity, and inclusivity practices through the supply chain and our partnerships with state and federal entities. To strengthen supplier diversity, we work to connect more minority-owned businesses to opportunities within RingCentral. In 2021, we accelerated our efforts to diversify our supply chain by setting up an Office of Diversity and Access, establishing an affirmative action plan, and investing \$23.4M in supplier businesses owned by minoritized communities.

[Read more on page 24](#)



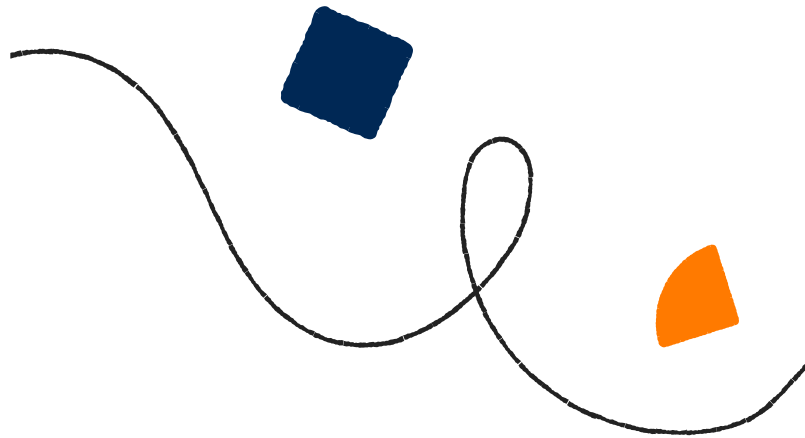
Diversity, equity, and inclusivity are the foundations of our culture. We work to ensure equal pay, equal opportunity, and empowerment across all genders. We are continuing this work to ensure all departments are equitable. In 2021, we increased gender parity by 2.23%.

[Read more on page 20](#)



We hold ourselves to the highest ethical standards with a 'see something say something, zero tolerance for backlash' policy. Our employees undergo annual business ethics training and have the resources they need to report activity in a safe environment.

[Read more on page 17](#)



A strong foundation

Core to RingCentral's culture is our passion for corporate citizenship. This organic momentum grew to a formalized structure in 2019 and we've taken steps towards fully integrating it into RingCentral's business in 2021.

Corporate Governance

The Nominating and Corporate Governance Committee of the RingCentral Board of Directors has oversight of the Company's ESG strategy and performance. The Board receives semi-annual updates on the company's Corporate Responsibility and ESG strategies, priorities, and accomplishments.

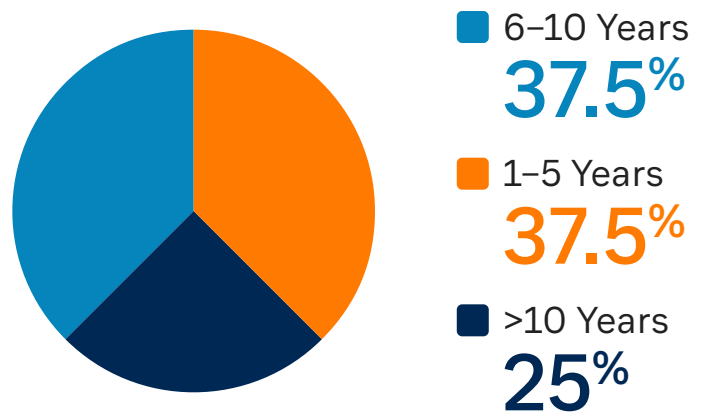
In 2021, we launched RingCentral.org and are in the process of forming an oversight Board. This Board will convene quarterly to provide updates on ESG topics and ensure strategic alignment across functions.

We also established the Office of Diversity and Access, which is dedicated to the upkeep of RingCentral's Affirmative Action Plan. Through this program, we work to ensure that RingCentral meets local, state, and federal regulations. This means delivering diversity in our marketing materials, following labor and human rights in all of our work, and holding our leaders accountable.

Evolving leadership

The Board of Directors consists of eight directors, seven of whom are independent, based on the rules for director independence. We aim to maintain a well-distributed blend of director tenure, understanding that longer-serving directors have invaluable institutional knowledge of our company and its culture, while directors new to the Board have a fresh outlook and approach.

Board of Directors by tenure



Keeping our customers' information safe and secure

Our products are designed with robust features to keep data and information private and secure. Every stage of the product development process includes a rigorous security review and our enterprise IT security operations have been designed to implement the highest security standards to protect the confidentiality and integrity of our customers' data.

Privacy and transparency

RingCentral takes the responsibility of protecting our customers' data privacy seriously. We maintain compliance with applicable local and regional laws and regulations and assist in helping our customers meet compliance. Our privacy program is designed around the following principles:

- Accountability
- Transparency
- Data Minimization
- Privacy by Design and Default
- Protection of Data Subject Rights
- Data Security
- Safeguards of Data Transfers

[Get the whitepaper: Privacy and Data Protection at RingCentral](#)

Data security

Our product development process includes a security review every step of the way—from concept to release. Third-party auditors verify our security to rigorous international standards, and we work with security researchers to identify vulnerabilities to keep you informed if any should exist in our products or on our websites.

ISO 27001

The ISO/IEC 27001 standard is widely known, providing requirements for an information security management system (ISMS). ISO 27001 certification demonstrates a robust security program with rigorous management activity and technical controls in place to meet the confidentiality, integrity, and availability (CIA) principles of information security.

SOC certification

The SOC 2 report validates the effectiveness of operating controls as a service organization against the criteria set forth by the American Institute of Certified Public Accountants (AICPA) Trust Services Principles. RingCentral annually undergoes a third-party audit to certify our services against this standard. The report covers controls around the availability, security, and confidentiality of customer data.

[Read more about security at RingCentral](#)
[Learn more about our compliance and certifications](#)



Business ethics and compliance

Our employees go through business ethics training and have resources for asking questions and reporting activity in a safe environment.

Whistleblower policy

We require directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees and representatives must practice honesty and integrity in fulfilling RingCentral's responsibilities and must comply with all applicable laws and regulations. All employees are trained annually on how to file reports through our talent development program and our full policy has been in our Employee Handbook for almost a decade.

Vendor code of conduct

Vendors must conduct their business interactions and activities with integrity and must, without limitation:

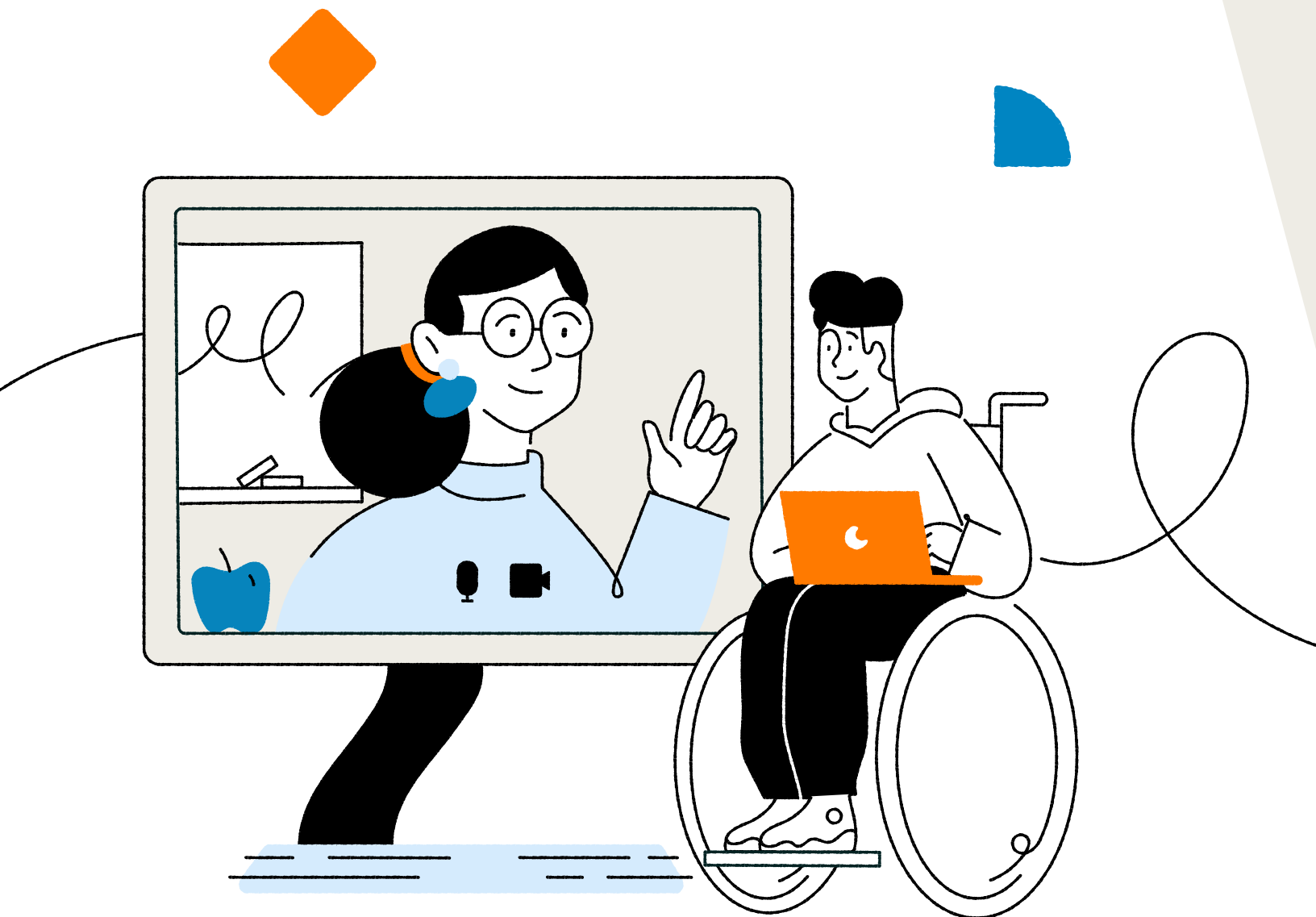
- Honestly and accurately record and report all business information and comply with all applicable laws regarding their completion and accuracy.
- Speak to the press on behalf of RingCentral only if the Vendor is expressly authorized in writing to do so by RingCentral.
- Avoid gifts to RingCentral employees because even a well-intentioned gift might constitute a bribe under certain circumstances or create conflicts of interest. Any gifts, meals or entertainment must comply with applicable law, must not violate the giver's and/or recipient's policies on the matter, and must be consistent with local custom and practice.

- Avoid the appearance of actual improprieties or conflicts of interest. Vendors must not deal directly with any RingCentral employee whose spouse, domestic partner, or other family member or relative holds a significant financial interest in the Vendor.
- Avoid insider trading by not buying or selling RingCentral or another company's securities when in possession of information about RingCentral or another company that is not available to the investing public and that could influence an investor's decision to buy or sell the security.

[Read our full code of conduct](#)



Our Impact



Our people

We strive to continually improve our culture, diversity, equity, and inclusion. During 2021 we made extensive efforts in these areas and are humbled to have won the following awards for our programs:

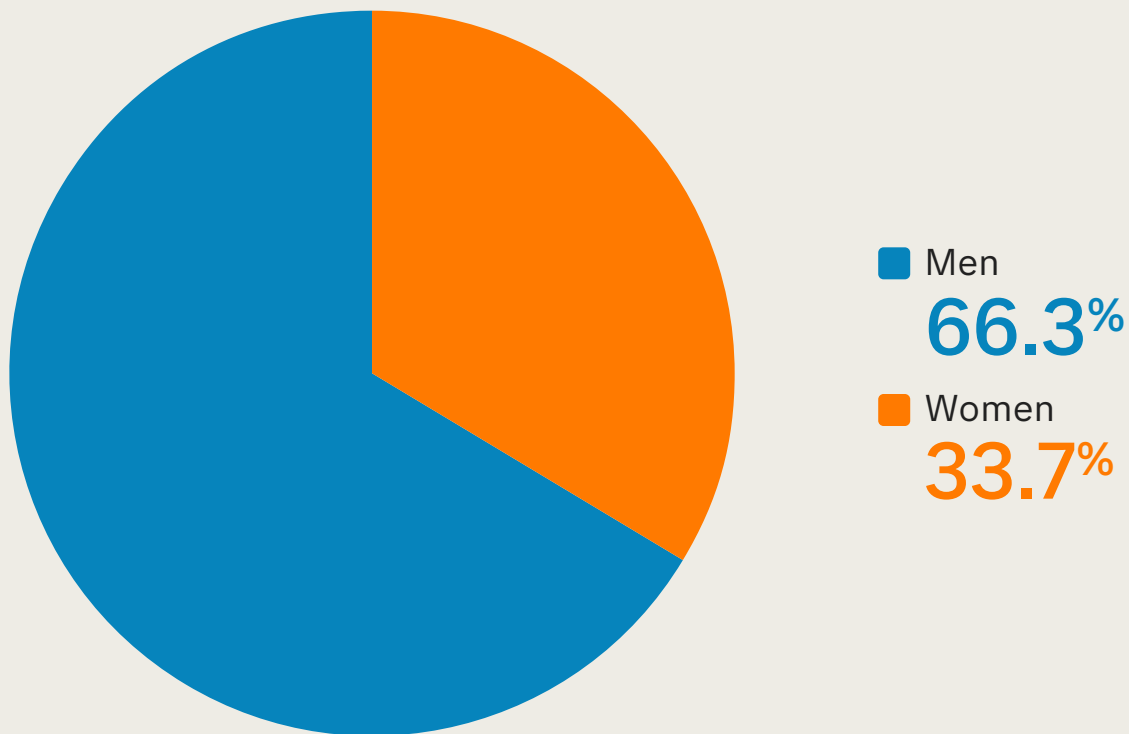
2021 awards & recognition



Diversity at RingCentral

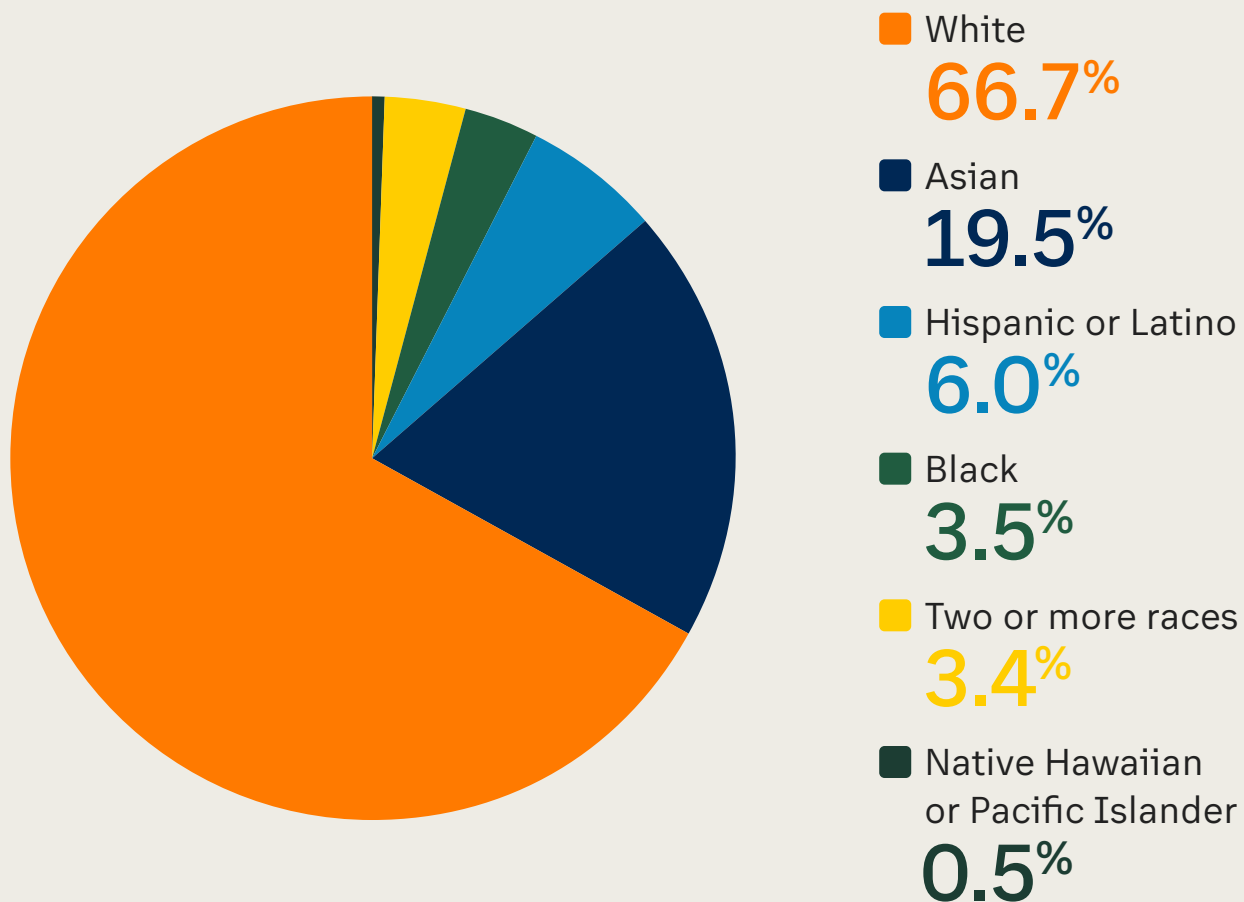
We value the unique opinions and perspectives that diversity brings and are constantly striving to create teams that represent the communities where we live and work. In 2021, we continued to make progress on gender parity and racial equity.

US employees by gender 2021



2.2% annual increase toward gender parity

US employees by race 2021



0.7% annual increase toward racial equity

*Please note that these charts are from our most recently validated EEO information as part of our Affirmative Action Plan. This is a snapshot of our employees in December, 2021, and this information was certified in May 2022.

**The EEO is only inclusive of full-time employees based in the US.

Supporting diversity

Our Employee Resource Groups (ERGs) facilitate open forums that allow employees to take action on issues that are important to them. These discussions shape policies to better serve our employees, customers, and communities.

[Read more about how our ERGs are driving connection and engagement](#)



Our ERGs



Diversity-led recruiting

We continue to improve the diversity of our workforce through our federal Affirmative Action Plan. Our plan, as a government contractor, states that action must be taken to recruit and advance qualified minorities, women, persons with disabilities, and covered veterans.



University Programs

Both our graduate and undergraduate intern programs have been recognized with awards in our industry. Our RingTern Program is a 12-week program where undergraduates share a fast-paced, dynamic, and challenging introduction to the tech industry. Our Rising Stars program is dedicated to graduates who want to build a career in a wide variety of different fields. To ensure the success of these programs, we've built a community of co-interns and mentors.



Historically Black Colleges and Universities (HBCUs)

HBCU Heroes is a non-profit organization that empowers students to achieve their professional goals. RingCentral is proud to partner with HBCU Heroes to expand career opportunities for HBCU

students and graduates and build stronger ties with under-represented communities where we work and live. In 2021 we sponsored and recruited at the HBCU Legacy Conference.

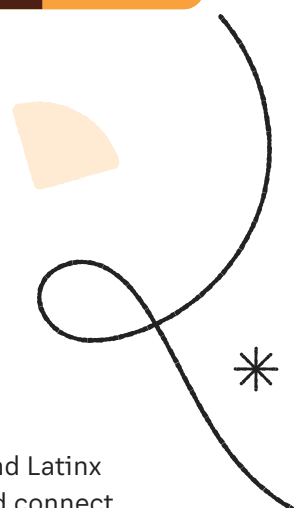
Transition N2 Tech

The Transition N2 Tech (TN2T) fellowship program is designed to bring more underrepresented communities into the technology industry. RingCentral created a 4-month fellowship program to champion underrepresented minorities in tech with on-the-job training, mentorship, and the opportunity to become full-time employees, post-program. In Fall 2021, we launched our TN2T pilot, with three fellows who completed the fellowship and joined RingCentral full-time. An expanded program will continue in Fall 2022.



NextPlay

NextPlay is a global network of Black and Latinx professionals who build community and connect underrepresented minorities to jobs in tech. RingCentral recruited at the 2021 Spotlight Conference, which included a keynote from our Director of Application Security, who discussed the unwritten rules of career advancement.



Diverse supply chains

Having an inclusive and diverse organization goes beyond our employees and internal culture. In 2021, we worked to ensure that our values extend across our full supply chain.

\$23.4M

paid to our supplier businesses owned by minoritized communities, including women, veterans, and disabled people in 2021.

Our [Vendor Code of Conduct](#) and [Supplier Terms & Conditions](#) provide vendors a clear set of guidelines that cover legal and regulatory compliance, business practices and ethics, labor practices and human rights, health and safety, environmental regulations, and protections.



Caring for our people

Our people are our biggest asset, so we make it a priority to support them and their families on their professional and personal journeys.

New benefits

TaskHuman: A new complementary program available to US employees that offers 1:1 coaching in 1,000+ lifestyle areas, such as exercise, cooking, yoga, and mindfulness

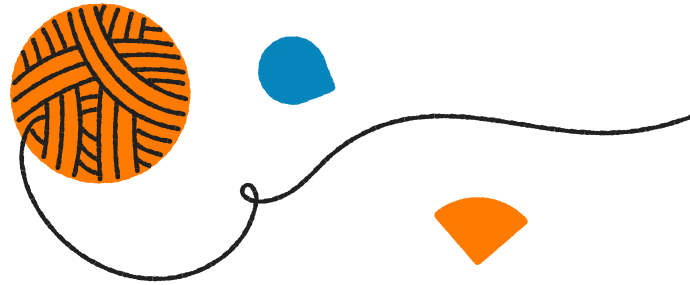
Headspace membership: Employees have unlimited access to Headspace, an app that helps us stay calm, focused, and productive

Pet insurance: To protect the furry members of the RingCentral family, especially all of the “quarantine pets” adopted over the past few years

Four annual CaRing Days: Quarterly company-wide days aligned to key awareness days to help increase work/life balance for our employees and an opportunity to give back to their communities

Rethink: Access to tools and resources to help in understanding, teaching, and better communicating with our children

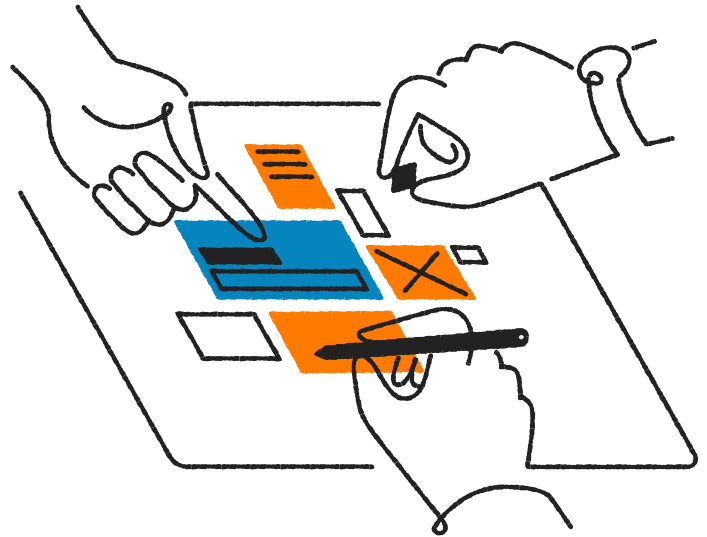
Perkspot: Individualized discounts and rewards program



Professional development

We focus on assisting employees to chart a clear career path and give them the tools needed to successfully accomplish their goals.

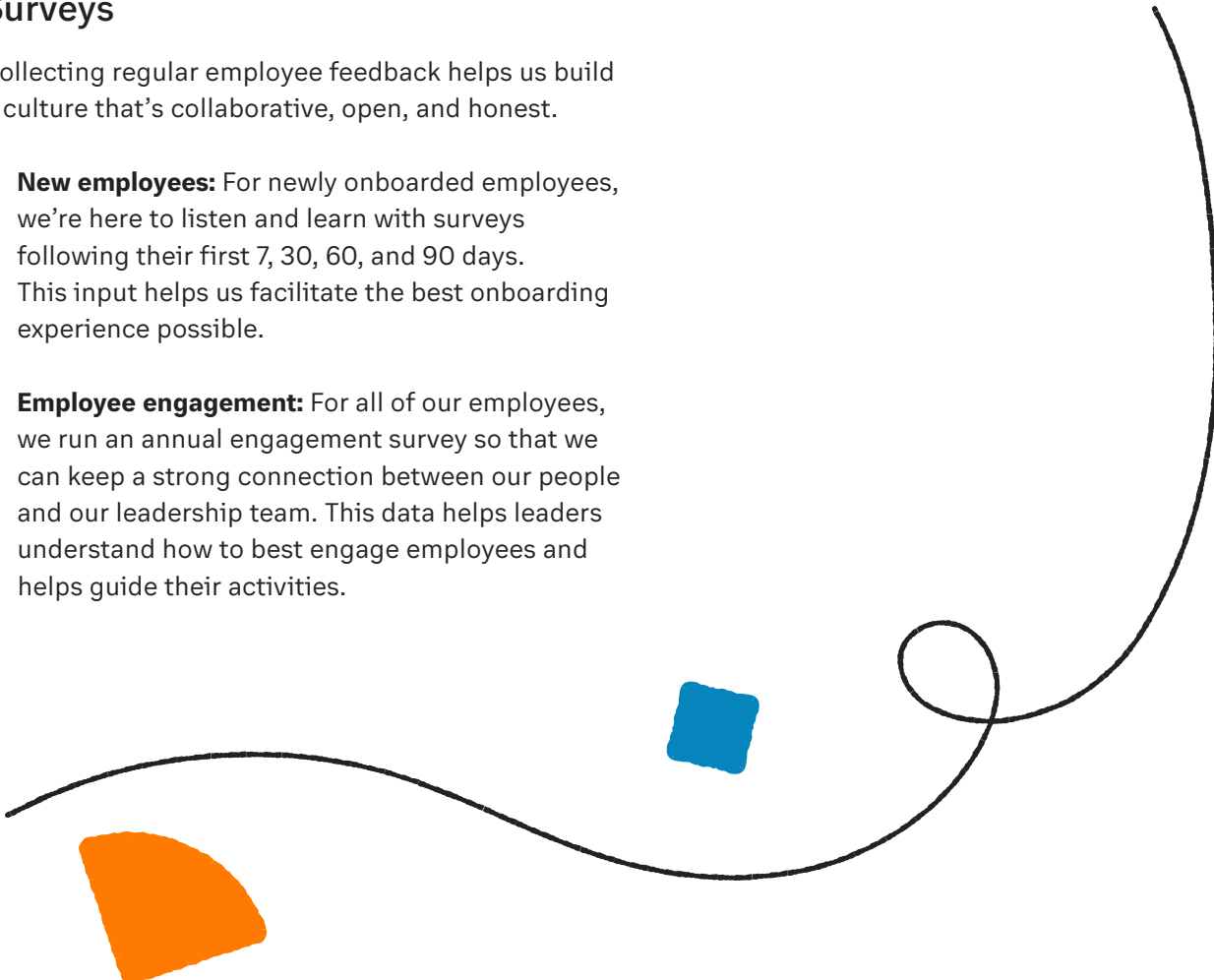
- **Performance appraisals and feedback:**
Employees conduct quarterly self assessments and can set their goals in line with their manager's expectations. These allow employees to stay on track and managers the chance to guide or adjust.
- **Leadership development training:**
Unleash Your Leadership Potential (UYLP) is RingCentral's signature leadership development program. This biannual offering establishes a common foundation for managing employee performance and provides the opportunity for all employees to be leaders.



Surveys

Collecting regular employee feedback helps us build a culture that's collaborative, open, and honest.

- **New employees:** For newly onboarded employees, we're here to listen and learn with surveys following their first 7, 30, 60, and 90 days. This input helps us facilitate the best onboarding experience possible.
- **Employee engagement:** For all of our employees, we run an annual engagement survey so that we can keep a strong connection between our people and our leadership team. This data helps leaders understand how to best engage employees and helps guide their activities.



Our community

RingCentral donates to organizations that align with our Corporate Responsibility strategy, and we encourage employees to give back through donation matching, volunteer grants, and volunteer hours.

From grass-roots to grant program

Our giving back approach started with our employee resource groups (ERGs) spearheading charitable campaigns that were meaningful to them. In 2021, we formalized our efforts by establishing an inaugural grant program while maintaining our grass-roots culture.

ERG-led fundraisers

Veteran's Memorial Day fundraiser

In honor of Memorial Day, our Veteran community gave back to organizations benefitting service members and their families:

- Travis Manion Foundation
- Wounded Warrior Project
- Gary Sinise Foundation

SaaSy Women's Group fundraiser

Our women and allies ERG spearheaded a holiday giving drive for the family-based nonprofit, Share Our Strength, a charity working to end hunger and poverty.



#StopAsianHate fundraiser

In response to increased hate crimes against the AAPI community, we partnered with our Pan-Asian Network ERG to raise funds for these worthy causes dedicated to improving the lives of our AAPI community:

- Asian Pacific Development Center of Colorado
- Chinese for Affirmative Action
- Organization of Chinese Americans East Bay
- Asian American Legal Defense and Education Fund
- Asian Mental Health Collective
- Filipino Advocates for Justice



The RingCentral.org grant program

In 2021 we launched our first community grants program. Grantees were selected through an internal poll and received grants totaling \$60,000.

\$60,000 awarded in nonprofit grants

Our grant winners



Chesapeake Search & Rescue Dog Association

Chesapeake Search Dogs is a fully volunteer nonprofit organization providing trained canine search teams for lost or missing persons at no charge.

[Watch the video](#)



Veterans Moving Forward

Veterans Moving Forward provides service dogs and canine therapy to veterans with physical and/or mental health challenges, at no cost to the veterans.

[Watch the video](#)



Eden Reforestation

Eden Reforestation Project is creating livelihoods for people living in extreme poverty by empowering them to protect their forests.

[Watch the video](#)



Hunger at Home

Hunger at Home was created to distribute excess food and goods to those in need.

[Watch the video](#)



Mission 22

Mission 22 provides extensive, personalized support and resources to help Veterans and their families thrive.

[Watch the video](#)



Company donations

Beyond supporting the causes our employees care about, we contribute to causes aligned with our Corporate Responsibility strategy. Here are just a few of the corporate donations we made in 2021:

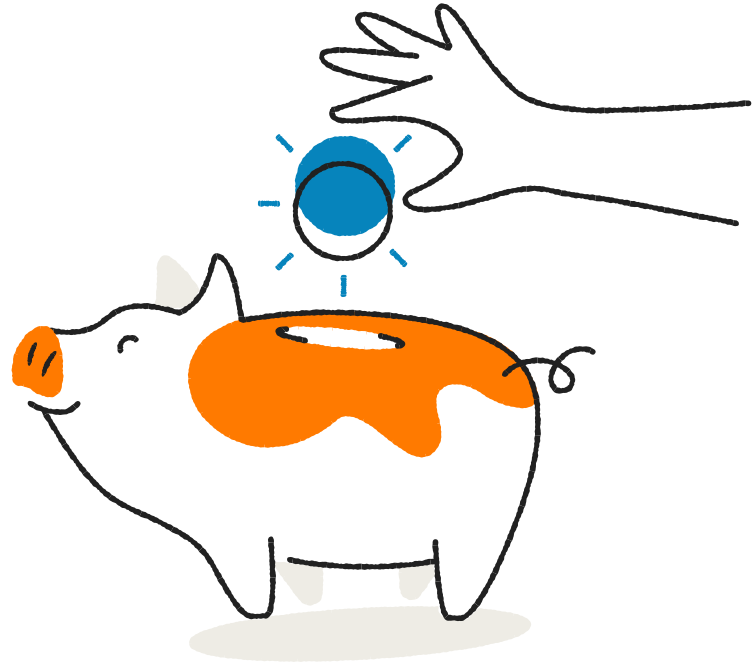
Donations from our CAB (Customer Advisory Board) event:

\$18,000

to the American Cancer Society, Bancroft Neurohealth, Susan G Komen Breast Cancer Foundation, Society for the Prevention of Cruelty to Animals.

\$42,500

contributed through sponsorships and donations to fight global poverty, conserve the ocean, support online learning, and protect vulnerable children.



Donation matching

All **employee donations** made to nonprofits through our RingCentral.org program **are matched one to one** (up to \$1,000 per employee annually). Additionally, we offer special donation incentives, such as double matching and no-limit matching opportunities.

\$428,012

donations made by RingCentral employees and RingCentral in 2021.

Volunteerism

Employees are given paid time off to volunteer with any registered nonprofit. For every hour volunteered, we donate \$10 to the nonprofit (up to \$500 per employee annually) through our Dollars for Doers program.

2,070

Volunteer hours served by RingCentral employees

431

Nonprofit organizations served



Our environmental impact

As a multinational corporation, we strive to minimize the environmental impact of our operations and contribute to global carbon reduction through our virtual product offerings. We began our sustainability practice in 2019, and are continually evolving our strategy and efforts.

We will be creating a carbon reduction plan that articulates our approach to environmental stewardship for our global operations. Where RingCentral doesn't have operational control, such as with remote data centers or suppliers, we encourage our partners to adopt similar commitments.



Sustainability at the RingCentral offices

We provide several programs for office sustainability:

- Recycling and composting options
- Electric vehicle charging stations at select office locations
- Ridesharing and carpooling benefits
- Locally sourced foods in our office cafes
- Automatic faucets in bathrooms and kitchen/breakrooms



Our environmental impact

\$41,500

donated to nonprofits focusing on the environment, animals, and science

10

Electric vehicle charging stations at our headquarter office

394,200kW

used in 2021 by our outsourced data centers

The environmental benefits of cloud-based solutions

RingCentral provides software as a service (SaaS). Our solutions allow customers to reduce or eliminate on-premises hardware, which increases the possibility of a reduced environmental impact. Great news for the environment, our customers, and users.

Through continuous innovation to bring virtual communication closer to the in-person experience, we're working to make remote or hybrid just as meaningful as in-office collaboration. As a result, companies can reduce travel and close office locations and physical infrastructure, which creates the potential for a significantly lower environmental impact.

Nonprofit highlight: Sea Hugger

RingCentral is a proud partner of SeaHugger, a nonprofit organization combating marine plastic pollution through education and action. We've joined them for many beach clean-ups in the Bay Area over the years. Our Denver office took the mission inland and collected over 20lbs of trash around the city on behalf of the Nonprofit.

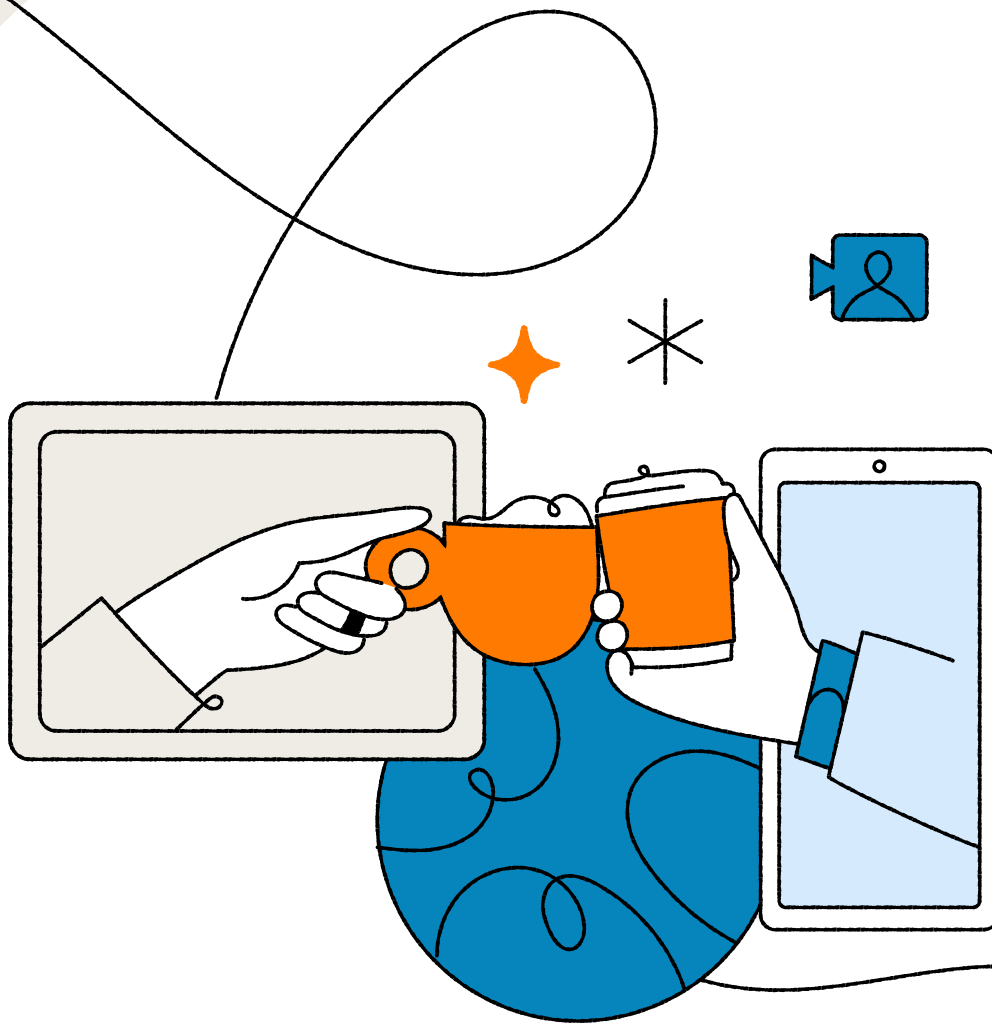


“RingCentral has been with us since our beginning and we could not think of a better partner! They've provided us with generous funding, volunteered with us at our beach cleanups, participated in our Team Building event, and invited me to speak during one of their environmental webinars. Thank you for believing in us!”

Shell Cleave

Founder & Executive Director, Sea Hugger

Our Product



Our approach

We put people first in every solution we design. We test our products with advanced human assistive technologies which meet or exceed digital accessibility standards. Our multi-year mission is to ensure that everyone can effortlessly communicate and collaborate with one another, no matter their language or way of communicating.

We also offer industry-specific solutions designed for the best customer experiences in education, healthcare, and nonprofit organizations.



Product accessibility features



Keyboard accessibility

Navigate all major workflows with common keyboard keys and shortcuts.



Screen reader support

Our products are compatible with the most used screen reader software.



Voicemail-to-Text

Turn auditory language into a visual language with voicemail-to-text.



High & color contrast

Improve readability for everyone.



Custom video layouts

Create your own custom video gallery from several options.



Accessibility settings

Quickly customize font size for easier legibility.



Participant reactions

During a video meeting, react in real time using an array of non-verbal reactions.



Browser based app access

Allows users to log into the RingCentral app from any computer, as long as they have an internet connection and a compatible browser.



Advanced meeting insights

Get AI-generated meeting summaries, highlights, and transcripts as part of a meeting recording to instantly catch up in just a few minutes.



Active speaker highlights

Automatically highlight interpreter and speaker videos, or create a custom view.



Closed caption

Live translation of auditory language into a visual language with our AI-driven closed captioning.



TRS711 Service

General adherence to the TRS711 communications assistance service for the hard of hearing.



Auto-follow

Stay on camera, no matter where you are on the frame. Move and change postures during a video meeting while maintaining a steady presence on camera.



Live transcription

Automatically transcribe a video meeting with AI for an easy way to follow the conversation. Download the full transcript to refer back to post-meeting.



Visual voicemail

Read automatically transcribed voicemails in the app or your email.



We use Voluntary Product Accessibility Templates (VPATs) to evaluate our products against WCAG 2.0 AA and GSA 508.

[Read more about accessibility in our products](#)

Industry solutions

At RingCentral, we've designed solutions to support organizations that do crucial work in their communities. Whether through product enhancements and pre-built integrations, ISV partnerships, compliances and certifications, or contract vehicles, we've tailored our product to meet the varied communication needs of Education, Healthcare, and Nonprofit organizations.

RingCentral for Education

Over the past two years, teachers and students all over the world had to re-evaluate what learning looks like. At RingCentral, we are committed to helping provide simple tools to help teachers do what they do best—teach.

We announced two new education offerings and began offering free, unlimited video meetings via RingCentral Video Pro so that school communities never miss the moments that matter.



“Our teachers used RingCentral Video for remote instruction every day. We used the video platform for staff events like holiday parties. We even used RingCentral to hold virtual graduation ceremonies and science fairs.”

Emeka Ibekweh

Managing Director of Technology, Ascend Charter Schools

[Learn more about our dedicated Education offerings](#)

RingCentral for Healthcare

RingCentral for Healthcare supports the service goals of provider, payer, and life science organizations. Our communications solutions help these organizations expand healthcare services, improve patient-to-provider access, and keep patients engaged in their care and health management.

“RingCentral allowed us to replace a dinosaur telecom infrastructure with a communications solution that actually belongs in the 21st century.”

Joe Castillo

Regional Director of Operations, Centre for Neuro Skills

[Read the full case study](#)



RingCentral for nonprofits

With our technology, nonprofits can engage donors and empower volunteers with team messaging, video meetings, and a business phone all in one collaboration workspace. In the past year, we've had a significant impact on nonprofit operations:

23%

decrease in IT spend*

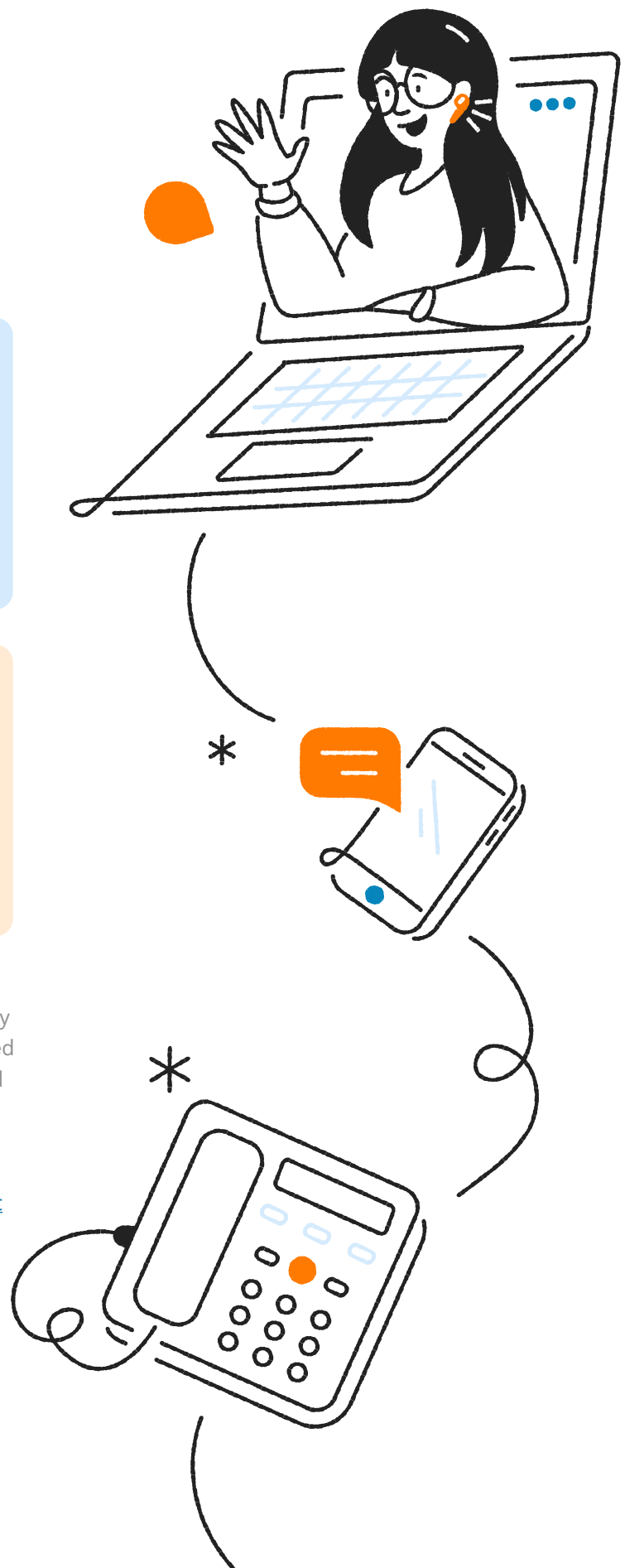
55%

increase in employee productivity*

*Source: [RingCentral Customer Success Survey](#) January 2021. Thirty two nonprofit customers randomly selected across all business segments from the US, Canada, and the UK.

Read more in our blog post:

[How RingCentral helps nonprofits achieve peak impact](#)



Mexican American Opportunity Foundation (MAOF)

Founded in 1963 to help socially and economically disadvantaged communities in the Los Angeles area, the MAOF has become the largest Latino-oriented, family services organization in the US.

Since setting up RingCentral, MAOF has reduced its telephony and digital communications costs by 30–50%.

30–50%

reduced costs with RingCentral



“Every single location we’ve migrated to RingCentral has experienced cost savings as a result. For a nonprofit, that’s a big deal.”

Earl Williams
IT Director, MAOF

For MAOF, reliable phone service is also crucial, not only for internal communications but to ensure the organization’s social services are always accessible. Any unanswered call at a MAOF location might be a family urgently seeking affordable childcare or a senior in need of health services.

When MAOF replaced its phone system with RingCentral’s cloud communications, the organization solved its reliability challenges. Rather than having to actively troubleshoot phone service across dozens of locations, MAOF now had a centralized communications environment managed through one user-friendly online dashboard.

[Read the full case study](#)



“It has been a tremendous year of change with growing momentum behind our practice. We are proud of what we’ve accomplished and thrilled about deepening our impact and commitment in 2022.”

Jen Hill

AVP, Brand Purpose and ESG





Questions?

We'd love to hear from you.

Email us: corporateresponsibility@ringcentral.com

