



Communications for business.
When it matters.

Vodafone Business UC with RingCentral

Where everyone works as one



Together we can
vodafone
business

Summary & Benefits

Summary

We believe that the need to modernise and support new ways of working means changing how your business communicates and collaborates. Leave your legacy systems behind and discover a world of flexibility in the cloud with a single optimised voice, meetings, messaging and collaboration service. It's time to embrace a next-gen cloud-based Unified Communications as a service suite (UCaaS), which can run over public internet, integrating with your favourite existing apps and platforms.

Vodafone Business Unified Communications (UC) with RingCentral is a powerful cloud-based communications platform, designed to make communication and collaboration easier and more effective than ever before, adding agility to the way you operate together — in the office, on the shop floor, at home or on the road. It makes serving customers, managing digital transformation and existing investments more flexible and helps you prepare for your business needs today and into the future.

Why choose Vodafone Business UC?

Built on a leading core voice network

Our core voice network offers PSTN access at scale with reliability from a leading UK service provider. Coupled with the power and flexibility of the RingCentral platform, Vodafone Business UC brings stability, reliability, and innovation to your communications estate.

Dedication to your business needs

From connectivity to the cloud, security to IoT, we can act as your single go-to partner to make life simpler. Vodafone will be the go-to partner for all your needs in Vodafone Business UC, from solution design, launch, in-life support, service management and much more.

Partners — delivering the best, for you

A unique partnership sees both Vodafone and RingCentral commit to a joint release roadmap, continuing to offer exclusive features and updates, period.

Vodafone Business UC provides:

01 | A modern, business class phone system in the cloud

Unified voice & collaboration services in a single platform

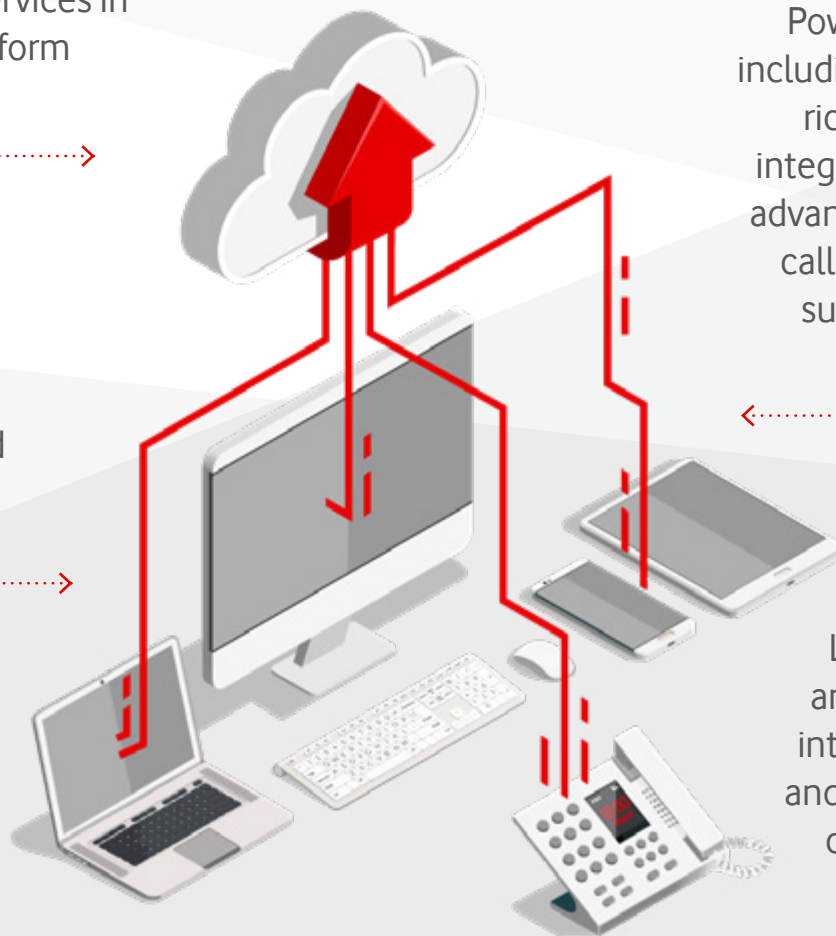
Inclusive minutes to UK mobiles and landlines

Reliable and secure service with a 99.99% service uptime guaranteed.

Powerful features including call recording, rich application integration capability, advanced hunt groups, call queueing with supervisor roles

Live reporting, rich analytics with insight into platform adoption and intuitive self-service configuration tools

Simple to integrate voice services into existing apps and processes



Vodafone Business UC provides:

02

A complete, next generation conferencing solution for one-to-one and one-to-many conversations

Host HD video meetings with any web-enabled device

Simplify desktop and app sharing to maximise productivity

Smart AI features such as background blur and transcription

Simple PSTN dial-in access or automated call back

Hold conferences globally with local PSTN dial-in access



This means that Vodafone Business UC is your perfect all in one, next generation communication and collaboration platform, hosted in the cloud and flexible to your needs today and into the future.

Our partnership with RingCentral offers the best qualities of both of us — Vodafone's extensive experience in telephony, communications and exemplary customer support offerings combines perfectly with RingCentral's leading* unified communications platform — as recognised by Gartner — offering a world class calling, meeting and collaboration service, designed with the customer in mind.

*www.ringcentral.com/Gartner



Benefits

Embrace the future



Vodafone's impressive network coverage offering and rich experience as a carrier combines perfectly with RingCentral's cloud-based communications platform. By adopting this transformation solution, you'll be ready to embrace new working practices, satisfy the changing user expectations and take advantage of more cost-effective cloud technology. Regular updates (as part of a joint roadmap of development and investment) will continue to enhance the feature capabilities and your user experience — allowing you to remove legacy and leverage investment in critical business applications to save time and money.

Democratise communications



Support more of your business needs with communication and collaboration services that work on any SIP based or voice enabled device, anywhere, all joined up. Built with mobility in mind to support all working styles and environments.

Everything in sync



Maximise existing investments tools and allow your people to carry on using the apps they love with easy UCaaS integration — Microsoft Teams, Google Workspace, Salesforce CRM and hundreds more applications.

Peace of mind



Stay productive with built-in enterprise-grade security and voice service, offering 99.99% uptime. We're with you every step of the way, with robust 24x7 support wherever and whenever you need it.

Stay in control



Adopt, adapt and scale quickly with intuitive self-service management tools that let you rapidly evolve and manage the platform in line with your business's ever evolving requirements. Fine-grained analytics enables analysis of call quality and rapid resolution of any issues — irrespective of the root cause.

Vodafone Business UC with RingCentral

As a leading total communications provider, we offer a wide range of services to help you digitally transform and adapt. Vodafone Business UC provides organisations with a single, simple and reliable business phone, messaging and meetings solution. It can adjust to accommodate specific needs and user scenarios, whether you're a small, medium or large organisation. Vodafone Business UC is ultra-flexible, easy to manage and packed with capabilities and compatibility, that integrates with Microsoft 365 and Google Workspace, able to meet your customers' needs now and into the future.

Hosted in partnership with RingCentral (a leader* in the Gartner UC Magic Quadrant 2021 for 7 consecutive years), the secure, reliable and revolutionary platform delivers an excellent digital onboarding and in-life experience, which when combined with Vodafone's wealth of voice and communications experience, provides one of the most compelling UCaaS offers in the market.

*www.ringcentral.com/Gartner



The solution in detail



For an experience that steps up a gear

Packed with smart features that make communication and collaboration easy and intuitive, you can select it from a wide array of rich features designed to enhance your experience and boost productivity. Including SAML-based single sign-on, mobile and desktop communication and collaboration apps, call recording, overflow and queuing, AI conference features and real-time analytics, Vodafone Business UC delivers an experience that's flexible and helps to maximise your productivity and enhance your experience.

For everything all joined up

Vodafone Business UC offers the unique opportunity to combine a comprehensive set of business telephony features with collaboration tools (Microsoft Teams, Microsoft 365, Google Workspace) into one flexible offering. It offers a diverse voice platform, where high availability commitments guarantee your business continuity when you need it most. Take advantage of the existing apps you've already invested in, which are familiar to your users and crucially built into your business processes.

For every which way you need to communicate

Vodafone Business UC allows you to smoothly converse, work and interact through the available voice and collaboration features. With deep integration into Microsoft Teams, Microsoft 365, Google Workspace and other market leading CRM/ERPs, Vodafone Business UC offers a single supplier end-to-end for licences, deployment and support at a compelling price point.

For complete peace of mind

You can replace legacy telephony solutions with reliable, easy-to-use and cheaper cloud-based integrated comms solutions, enabling flexible working practices and regular enhancements to suit requirements. Vodafone Business UC offers a platform that's fully secure and encrypted, with a 99.99% guaranteed service uptime, and can be run over a standard internet connection.

For you, stay in control

Adopt, adapt and scale quickly using services that are easy to manage and flex to keep pace with your business needs. A powerful yet intuitive portal allows you to configure and manage your service anytime, with a rich support repository available online to help with any queries. You can easily manage and configure users, sites and features such as time of day routing, hunt groups, call queues and various platform settings. Assisted support is also available.



Select the best plan for you and unlock the services that will best enable your business

Our solution benefits from:

- **24x7 UK-based support**
- **Multi-device subscription:** IP Phones, web apps and desktop/mobile apps can all be used
- **Office Inclusive Tariff:** covers calls to UK mobiles and landlines with no charge for additional DDIs

Initial Deployment and In-Life Add-ons

A rich variety of features and services can be added on to your bundles anytime, as and when you need them. These include:

Deployment Services

Choose a complete and well-rounded remote 'Standard' managed deployment or on-site support and training through our Full Professional Services Offering.

Subscriptions

Onboard new users anytime by adding Vodafone Business UC licences for new users whenever you need them, choosing from our feature rich subscriptions to give your users all the tools they need.

Live Reports

Access key information at your fingertips with Live and Enhanced Data Reporting. Monitor your KPIs, set SLAs, manage productivity and much more to make sure you can allocate your resources where and when they are needed most.



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Together we can

Let's talk unified communications! We'd be happy to answer your questions and help you find the right solution for your needs.

Book a meeting with our Unified Communication experts.

Call: 01675 444320

Email: sales@telatechnology.com