



Fast Facts

Nasdaq	EGHT
Employees	1,000+
Revenue	\$253.4M USD (FY17)
Data Centers:	15
Patents	132
Website	www.8x8.com

8x8 is the world's first Communications Cloud that easily and seamlessly connects employees, customers and applications to improve business performance for organizations anywhere in the world.

The 8x8 Communications Cloud™ replaces costly and complex legacy products with a simple, integrated solution that eliminates information silos to expose vital, real-time intelligence. 8x8 combines unified communications, team collaboration, contact center and analytics in a single, open and real-time platform to help companies improve employee productivity and overall customer experience.

8x8 serves more than 50,000 businesses operating in over 150 countries across six continents every day.

Designed for the Challenges You Face

8x8 helps business solve critical challenges to:

- Improve employee productivity and increase customer satisfaction and loyalty
- Collaborate and communicate more effectively and securely
- Free up IT resources, with maintenance-free communications and easy deployment
- Unify communications and collaboration throughout the enterprise
- Integrate mobile devices such as smartphones, tablets and laptops into your communications strategy
- View real-time and historical data about crucial business functions—for faster, better decisions
- Keep costs low and productivity high, with one easy-to-use economical system

Breakthrough Innovation to Power Your Growth

8x8 has developed its own comprehensive suite of services, backed by more than 132 patents. That means rapid deployment, greater scalability, faster innovative and differentiated services to power your business.

“We needed a true enterprise communications partner that offered the highest levels of uptime and security to successfully run our global business. 8x8 offers the critical efficiencies we need to help us drive a new level of service as we scale our worldwide presence.

Doug Brown,
CIO, NetSuite

Advantages of the 8x8 Communications Cloud

- **Open & Integrated**—8x8 has dozens of out-of-the-box integrations with leading business apps, plus APIs so you have the intelligence and insights you need in every interaction
- **Interoperable**—8x8 enables compliant cross-team collaboration in the enterprise with interoperability between more than two dozen team collaboration apps
- **Intelligent**—Harness actionable insights from real-time communications analytics to improve performance, spot problems early, and seize opportunities across your organization
- **Global**—Connect offices, teams and employees on every continent with a global cloud communications system
- **Easy**—Quick to deploy and easy to manage, our intuitive platform adapts to the needs of your business
- **Secure**—8x8 complies with the industry's most comprehensive set of security and privacy regulations, including FISMA, HIPAA and Privacy Shield

The 8x8 Communications Cloud

Unified Communications and Collaboration

8x8 Virtual Office—Get your entire company working together with mobile and enterprise-class unified communications and collaboration features. Improve productivity with auto attendants, mobile apps, chat and presence management. Turbo-charge collaboration with web and HD video conferences that instantly help your team connect with customers, suppliers, and each other, no matter where they all are.

Contact Centers

8x8 Virtual Contact Center—Everything you need to provide an exceptional customer experience in a global cloud contact center solution. You'll have the tools to take control of the customer experience: omni-channel interactions, IVR, call recording, monitoring, workforce optimization and much more. Pre-built integrations with CRM and ERP solutions put critical customer information at your agent's fingertips for quicker interactions and improved customer loyalty. Put your agents everywhere—and easily manage them from anywhere.

8x8 ContactNow—The intelligent, energetic and easy-to-use cloud contact center solution for teams. Quickly and affordably deploy contact center capabilities in minutes with a beautiful and intuitive web-based interface. Drag-and-drop IRV tool plus a rich inbound call management and powerful outbound campaign manager make ContactNow the perfect solution for small businesses.

Intelligence and Insights

Real-time Analytics—Turn information into opportunity, with the information generated by the 8x8 Communications Cloud. Make more informed business decisions with the intelligence and insights gleaned from easy-to-use real-time analytics, monitoring, dashboards, reports and tools.

Open Platform

Pre-Built Integrations and APIs—8x8 has pre-built integrations with dozens of business apps, including Salesforce, Zendesk, Microsoft Dynamics, NetSuite, Bullhorn and more. In addition, 8x8 offers a number of open APIs that allow customers and partners to seamlessly connect across clouds, embed and customize communications into business workflows, and connect intelligently to share data to optimize existing investments and increase the pace of innovation.

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