8x8 Virtual Office Enterprise

Move Your Communications to the Cloud

As budgets and resources are squeezed, enterprise IT departments are looking at more cost-effective ways of deploying and managing their disparate phone systems. Cloud communications solutions are now being adopted as viable, cost-effective alternatives to complex, on-premises systems that require capital expense along with knowledgeable staff.

8x8, Inc., a leader in IP voice and video technology, provides a cloud-based IP PBX solution that not only meets the critical performance requirements of enterprises, but enables capabilities, such as distributed deployments, that premises-based systems cannot cost-effectively address.

With 8x8 Virtual Office, organizations get all the advanced features of a traditional PBX (without the capital expense), while enjoying significant savings compared to traditional analog or TDM solutions.

Expect more from your communications solution:

- Reduce and control communications costs
- Scale quickly as needs evolve
- Unite multiple locations and disparate employees under the same system
- Get more with a robust, enterprise-class feature set
- Improve collaboration
- Improve mobility with softphones, IP phones and smartphone apps
- Simple to manage and use
- Forklift upgrades never required

8x8 cloud communications deliver the scalability, redundancy, security and reliability that today's enterprises demand.

8x8 Virtual Office Unified Communications

Enterprise Features

- Unlimited local and long distance calling on select plans
- Auto attendant for dial-by-name, extension and company directory
- Simple online administration and online billing
- Message/Music on Hold
- Ring groups
- Extension dialing
- Call logs/call detail records
- Keep existing business, toll-free and fax numbers

User Features

- Direct phone numbers
- Business-class voicemail
- Voicemail-to-email notification
- Softphone
- Android and iPhone apps
- Conference bridge
- 3-way calling
- Advanced call forwarding
- Video chat with coworkers
- Presence management
- Call transfers, call park, intercom
- High definition voice
- Enhanced 911 (E911)
- Caller ID/Caller name display
- Integration with Salesforce, Outlook, ACT! and NetSuite

Options Include

- 8x8 Virtual Office Pro bundle with Internet fax, call recording and web conferencing
- Virtual Contact Center
- Virtual Room Video Conferencing
- Call Queuing
- Receptionist Switchboard Application
- Fax Services
- Domestic and international toll-free and virtual numbers

We Speak Cloud

8x8 is a highly experienced provider of cloud communication solutions. Transform every communication into a highly productive interaction with cloud-based 8x8 Virtual Office. 8x8 cloud solutions eliminate the need for expensive on-site PBX equipment or costly maintenance contracts. By delivering all features and voice service over the Internet, multiple locations and remote employees are seamlessly connected under the same phone system. Employees are only an extension away from each other, even when they are a world apart or working from home.

Everything You Need and More

Great communications begin with great phone service. 8x8 Virtual Office includes the advanced features required by larger businesses. But it doesn't stop there. It also includes unified communications features such as private chat, presence detection and softphones with video that improve employee collaboration. Add on even more functionality with our Virtual Office Pro bundle: web conferencing, call recording and Internet fax. 8x8 also offers cloud-based contact center services and video conferencing to address the full range of enterprise communication requirements.

Flexibility and Mobility

8x8 offers high quality Polycom and Cisco phones with high-definition voice technology. Extensions come with a softphone included so employees can make and take calls from their computer. And iPhone, iPad and Android apps bring the power of the Virtual Office extension to the smartphone so mobile employees are always in touch.

Agile Cloud Communications

Scalability

8x8 Virtual Office is based on VoIP technology and scales to as many sites and users as needed. Add or reassign users quickly and easily. Features and voice service are delivered over an Internet or private IP network connection at each location.

Security and Privacy

8x8 has implemented data security and monitoring processes to provide the privacy and security demanded by large organizations. 8x8 can also provide access (through our partners) via a private, secure MPLS IP connection independent of the public Internet, and all users of the system are checked and confirmed automatically by a secure encrypted authentication process.

Reliability, Availability, Redundancy

8x8 Virtual Office services are designed to deliver 99.99% availability. Because 8x8 operates two geographically diverse data centers, 8x8 Virtual Office has no single points of failure. It is designed to provide uninterrupted service even if a server, cluster of servers, a database or an entire data center goes down.

The 8x8 network infrastructure consists of multiple independent links from the two data centers to the PSTN, and multiple separate links to tier 1 IP providers. Each link is capable of handling the entire traffic load. All servers, routers and switches are also redundant, and include dual power supplies.

Put Your Call Center in the Cloud

8x8 Virtual Contact Center

8x8 also offers a world-class contact center solution.

- Agents only need a phone and browser to use it
- Agents can be located anywhere with an Internet connection
- More than a call center; routes calls, emails and chat interactions
- Simple to deploy, simple to use
- Walk away from the big hardware, software and maintenance investments required by traditional call center solutions
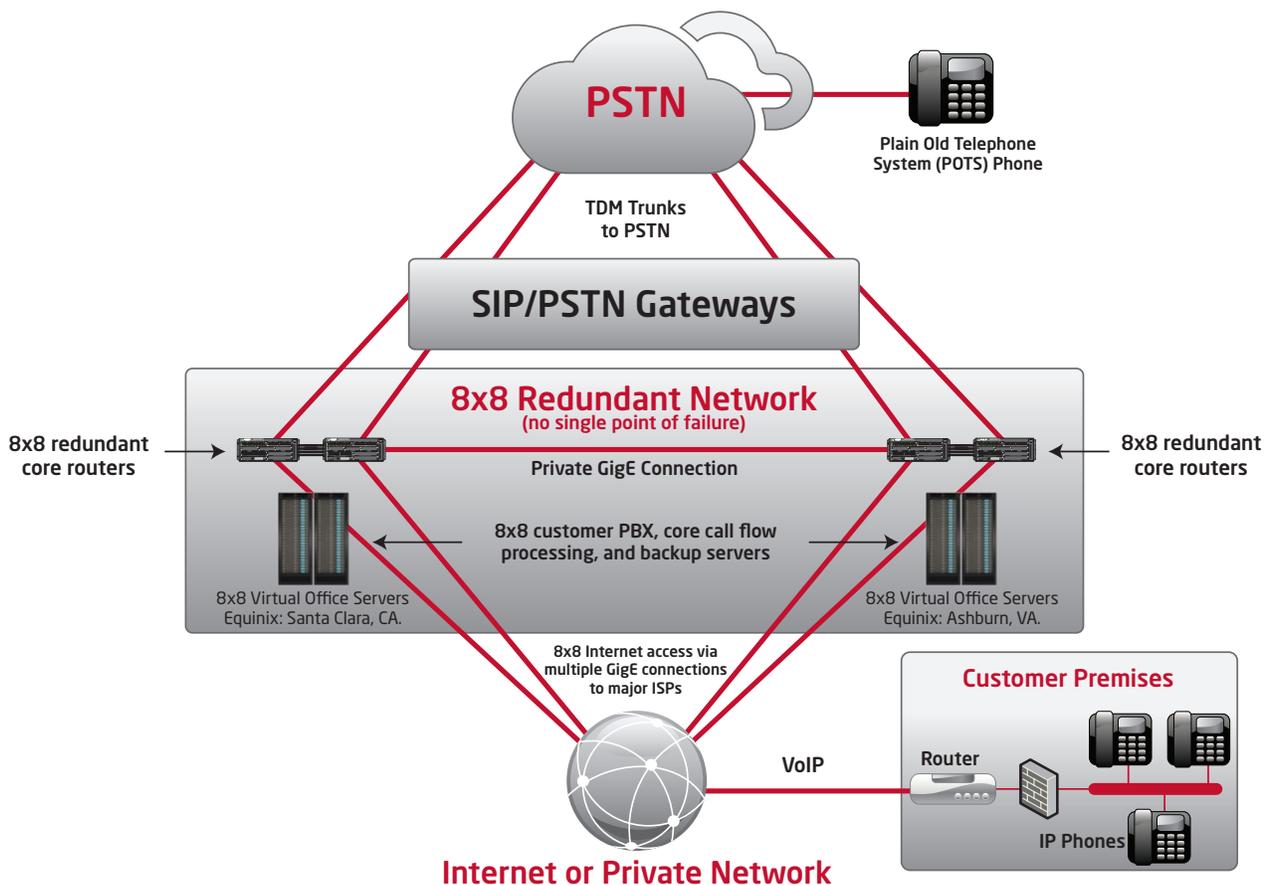
The Cloud Makes It Simple

8x8 makes it easy for authorized administrators to manage and update their whole communications system using the online 8x8 Account Manager. Login to make global and user-specific changes, access billing information and run call detail reports (CDRs).

It's also simple for extension users to access and manage their extension online. Using Virtual Office Online, they can use their softphone, access voicemails, change call forwarding rules and more.

Virtual Office enables businesses to quickly and easily add extensions worldwide at any location equipped with broadband Internet access, including home-based or remote locations.
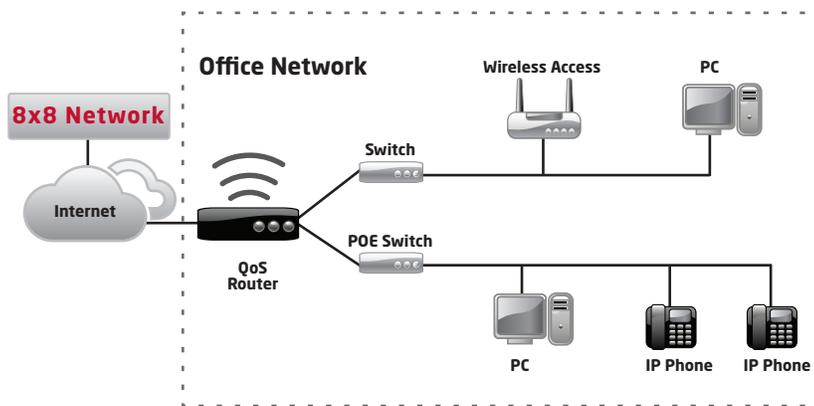
The Voice of Experience

8x8 is a leader in VoIP and cloud communications technology. With twenty five years of continual communications innovation, including 85 US patents, Virtual Office is based on technology that's built to last.

At 8x8, we develop and own our technology and our network, so we know it inside out. Our California-based customer support team is staffed with experts so we can resolve any issues promptly.

8x8 is committed to providing outstanding service and support that is flexible and responsive to business needs. Technical support is available by telephone, email and chat with dedicated support personnel. Support is available 24x7x365 through our Network Operations Center.

NEWCASTLE
COMMUNICATIONS

8x8, Inc.

NASDAQ: EGHT
www.8x8.com

The Champion
For Business
Communications