Unified Communications with RingCentral

One communication and collaboration platform to do your best work.

Voice, video and network traffic grow every day as teams need to connect any time, anywhere from any device. With fully managed, cloud-based unified communications, your organization can seamlessly bring together calling, messaging, video conferencing and more in a single, comprehensive application.

Spectrum Enterprise Unified Communications (UC) with RingCentral makes it easy to reach your team and your customers across multiple devices, wherever they are located. This level of seamless connectivity means you can switch between your computer, mobile phone, tablet and more to work from anywhere.

As part of the Spectrum Enterprise Managed Workplace set of offerings, this all-in-one platform securely and reliably brings together connectivity, communications, collaboration, equipment and management for maximum user experience and engagement. Combined with our private fiber connectivity, it is a simple, smart and secure choice for better unified communications and collaboration.
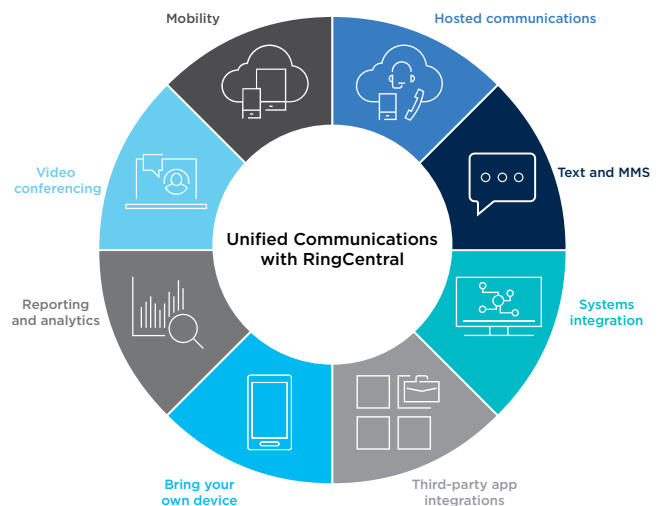
UC with RingCentral is a cloud-based service that integrates with our Managed Network Edge (delivered by the Cisco Meraki platform) or Enterprise Network Edge (powered by Fortinet) solutions to provide you exceptional reliability and comprehensive visibility into your operation. In addition, your entire organization benefits from a better collaboration experience and productivity-boosting features customized to fit your needs.

Product highlights

An intuitive, cloud-based phone system: Implement a customizable and easy-to-use, cloud-based phone system and start taking video and phone calls on any device.

Seamless experiences across the desktop, tablet and smartphone: Mobile device integration includes seamless call shifting between the desktop or desk phone to a mobile device while users are mid-call.

Meet anywhere, any time: Connect remote teams over high-definition video conferencing and audio across multiple devices — including third-party, personal devices.

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- Mobility
- Hosted communications
- Text and MMS
- Systems integration
- Third-party app integrations
- Bring your own device
- Reporting and analytics
- Video conferencing

Simplified chat and messaging: In addition to text/short message service (SMS), multimedia messaging service (MMS) and internet fax capabilities, gain further efficiencies through collaboration tools for colleagues, clients and contractors. Add contacts to your team's messaging groups, share calendars, assign tasks and share or organize files and message threads.

200+ powerful app integrations: Drive productivity with apps like Microsoft 365 and Google Workspace, or build your own with open application programming interfaces (APIs).

No more hardware to manage: Free up IT resources and budget while eliminating the need to maintain telecommunications equipment across your organization.

Interact with ease: Hold video meetings with screen sharing, web sharing and file annotation. Give participants external to your organization a full-featured experience with no download required.

Full visibility into your network: View your voice network topology, user management, trouble tickets, usage analytics and performance through a single, intuitive, cloud-based Managed Network Edge or Enterprise Network Edge portal[2] for faster, better decision making regardless of the number of locations, environments or size of footprint.

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Benefits

Better collaboration: Enables you to communicate more effectively, with all calls, messages and video meetings in a single, intuitive app without the capital expense and maintenance requirements of a PBX[1].

Improved CX: Provides a reliable, clear and consistent voice service, plus integration with customer relationship management (CRM) applications for a better customer experience.

Cost effectiveness: Reduces your total cost of ownership (TCO) and capital expenditures with transparent, predictable monthly pricing and consolidated network components.

Simpler management: Gives you the choice of implementation that best fits your organization — from co-managed to fully managed solutions.

Dependable communications: Combine UC with RingCentral with our Fiber Internet Access service and gain the enhanced reliability, performance and security of a private, nationwide fiber network.

Full support: Comes with an industry-leading service-level agreement (SLA) and a four-hour mean time to restore for both the UC solution and the fiber connectivity that delivers it — including 24/7/365, U.S.-based support.

Peace of mind: Strengthens your security posture with HITRUST (HIPAA), FINRA and SOC 2 compatibility, as well as end-to-end data encryption, automated updates, advanced

Spectrum Enterprise provides you with a single point of contact for installation, billing, support and equipment maintenance, as well as move, add, change and delete (MACD) activities. We stand apart from other providers by combining our national fiber infrastructure with a full slate of networking capabilities, including wide area networks (WANs), managed services and solutions tailored to meet the unique needs of each client. In addition, we offer a selection of UC-compatible IP phones and endpoint devices from Poly and Cisco that deliver advanced, cost-effective and secure voice communications.
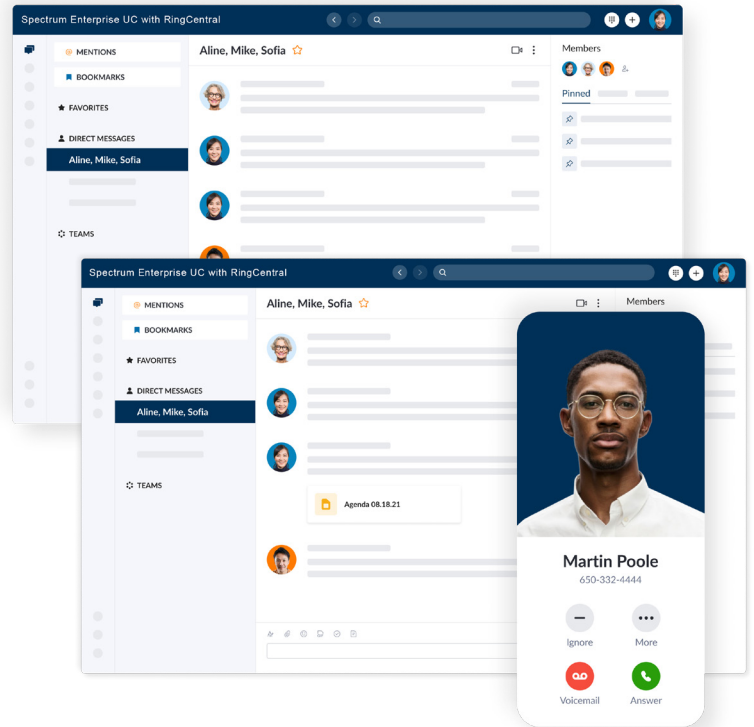
Unified Communications with RingCentral features[3]

Standard license features	Premium license features All standard features plus...
36 calling features for dialing, talking, screening calls, voicemail and call forwarding	Multi-location management with role controls
Video conferencing (up to 100 participants)	Video conferencing (up to 200 participants)
Chat and messaging	Hot desking/hoteling
Screen and file sharing	Popular CRM integrations with Salesforce, Zendesk and more
Call and meeting recording	Voice-only automatic call distribution (ACD) that routes incoming calls to available employees
Document sharing with Google Drive, Box, OneDrive and Dropbox	Industry-specific app integrations for healthcare, higher education, financial services and more
Integrates with Microsoft 365, Google Workspace, Microsoft Outlook and Slack	Scheduling and reporting APIs
Auto-Attendant for automated call transfers	Communications platform as a service (CPaaS) development platform
Desktop and mobile apps	Federated identity for single sign-on (SSO) access
Text messaging (SMS), multi-media messaging (MMS) and internet fax	Real-time analytics[4]

Talk to us today about designing a solution to reduce the burden on your IT team while delivering a broad set of capabilities and a seamless collaboration experience that's accessible from anywhere.

1. PBX: A private branch exchange is a premises-based telephone system within an organization that offers multiple inbound and outbound lines, call routing, voicemail and call management features. This privately owned hardware appliance switches and routes calls between in-office users and the public telephone network.
2. Cloud-based portal, advanced firewall, malware and intrusion protection are available with purchase of Managed Network Edge or Enterprise Network Edge solution.
3. Unified Communications with RingCentral product features are subject to change without notice.
4. Feature is available as an additional purchase.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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