



Provider	GoTo	RingCentral	
# of Employees	<i>confidential</i>	4,000	
HQ	Boston, MA; Dublin, Ireland	Belmont, CA	
Public / Private	Private	Public: RNG	
Seats in Service	1.45M	5M	
Minimum Seat Count / MRC	no minimum	no minimum	
Sweet Spot	25-1,500 seats	5-25,000	
Key Acquisitions	Jive, Miradore	Dimelo, Glip	
Datacenter Locations	United States, Europe / Middle East / Africa, Latin America, United Kingdom	United States, Europe / Middle East / Africa, Asia-Pacific, Latin America, United Kingdom, Canada	
Datacenter Locations	EMEA: Frankfurt LATAM: São Paulo UK: London US: Chicago, Grand Rapids, Las Vegas, Los Angeles, Portland, Salt Lake City, Seattle	APAC: Singapore, Sydney, Tokyo Canada: Toronto, Vancouver EMEA: Amsterdam, Paris, Zurich LATAM: Rio de Janeiro UK: London US: Atlanta, Chicago, Dallas, Miami, New York San Jose, Vienna (VA)	
International Full PSTN Replacement	12 Countries	45+ Countries	
Compatible Handsets	Algo, Cisco, Grandstream, Panasonic, Poly, Yealink	ALE, Avaya, Cisco, Mitel, Poly, tekVizion, Unity Read more here	
Compatible Handsets	Cisco, Poly, Yealink	Cisco, Poly, Yealink	
Contact Center	Proprietary	Ring Central Contact Center (NICE inContact), RingCentral CX	
Platform	Proprietary	Proprietary	
Compliance	CCPA, GDPR, HIPAA, PCI, SOC 2 Additional Compliances: TIPS	CPNI, Cloud Security Alliance (CSA), GDPR, HIPAA, HITRUST, ISO 27001, PCI, SOC 2, SOX Additional Compliances: FINRA	
Compliance	CCPA, GDPR, HIPAA, PCI, SOC 2	CPNI, Cloud Security Alliance (CSA), GDPR, HIPAA, HITRUST, ISO 27001, PCI, SOC 2, SOX	
Key System Emulation	Yes	No	
SIP Trunking Available	Yes	No	
Line of Business App Integrations	Microsoft Office, Google Workspace, Salesforce, Slack, Zendesk, Zoho Additional Integrations: CurveDental, DealerSocket, Redtail, VinSolutions GoTo Connect integrations	Bullhorn, Google Workspace, HubSpot, JobDiva, Kustomer, Microsoft Dynamics, Microsoft Office, NetSuite, Salesforce, ServiceNow, Slack, SugarCRM, Zendesk, Zoho Additional Integrations: 351 pre-built, including Asana, Clio, Confluence, GitHub, Jira, MailChimp, Marketo, Oracle Sales Cloud, Theta Lake, VMware, Zapier	
Line of Business App Integrations	Microsoft Office, Google Workspace, Salesforce, Slack, Zendesk, Zoho	Bullhorn, Google Workspace, HubSpot, JobDiva, Kustomer, Microsoft Dynamics, Microsoft Office, NetSuite, Salesforce, ServiceNow, Slack, SugarCRM, Zendesk, Zoho	
Microsoft Teams Integrations	Middleware Direct Routing - Bundled PBX Embedded Dialer	Middleware (Call2Teams, TeamMates) Direct Routing - Bundled PBX Direct Routing - Microsoft PBX Embedded Dialer	
AI Capabilities	Additional Capabilities: Open AI Integration Campaign Creation	Live Language Translation Note Taking & Summarization Real-Time Transcription Sentiment Analysis Additional Capabilities: Conversation Intelligence	
SD-WAN Offerings	none	none	
Circuits Offered	yes; dedicated voice circuits, SIP trunking Not to be positioned as a SIP trunk "provider"; rather, this is a hybrid solution for on-prem migration to UCaaS	yes; dedicated voice circuits	
Bring Your Own MPLS	yes	yes	
Top Customer Verticals	Automotive, Education, Healthcare, Legal	Automotive, Construction, Finance, Healthcare, Retail, SLED	
On-Site Implementation / Training	Additional Charge	Additional Charge	
Implementation Overview	Available Upon Request	Read more here	
Dedicated Customer Support	24/7 support included with annual subscription	Dedicated support included. Advanced dedicated 24/7 support offered for additional charge.	
Collaboration Solutions Available	GoToConnect (voice, chat, video), GoToMeeting (video only), GoToWebinar (online presentations), GoToTraining (virtual classrooms), GoToRoom (hardware room system for GoToMeeting video)	RingCentral Meetings, RingCentral Messaging, Fax, SMS, RingCentral Rooms, RingCentral Room Connector, RingCentral Webinar	
Differentiators	Easy to use, easy to manage, simple licensing, competitive pricing, inclusive national & international minutes, free off-the-shelf CRM integrations, free use of open API, highly-rated customer service and support. Only UCaaS provider to also offer ITSG (remote desktop MTCE bundled for IT)	30+ Data Centers worldwide; 45+ carrier peering; 200+ ISP Peering 40+ Global Office Countries with expanded International Virtual Number coverage to 100+ countries; localization for 16 languages, and service to China & India (ICB) 100+ ISV Partners; largest developer community in the cloud space - 40,000+ Developers, 30+ GLIP Integrations, 250+ RESTful APIs and Cloud Integrations 2022 Gartner® Magic Quadrant™ for UCaaS, 300+ pre-built integrations, Open APIs, Worldwide, 99.999% uptime SLA, TLS and SRTP Data Encryption, On demand and dynamic End-to-End Encryption for RingCentral video, HIPAA, FINRA, HITRUST, and ISO 27017 and 27018	
Case Studies	Read more here	Read more here	
SD-WAN Offerings	FALSE	FALSE	
Bring Your Own MPLS	TRUE	TRUE	
Circuits Offered	TRUE	TRUE	