

8x8

Get to know 8x8

A communications leader and innovator trusted by more than 2.5 million business users globally

One platform. One experience. One vision.

8x8 is an innovator for and ahead of its time. A pioneer in integrated cloud communications and contact center solutions, 8x8 helps customers solve critical communications challenges by enabling work from anywhere, delivering improved customer and employee experiences, and supporting digital transformation initiatives that drive competitive and economic advantage.

A **ten-time** Leader in the Gartner Magic Quadrant for Unified Communications as a Service (UCaaS), Worldwide and seven-time Challenger in the Gartner Magic Quadrant for Contact Center as a Service (CCaaS), 8x8 is recognized in the market for its vision in introducing eXperience Communications as a Service (XCaaS) and the 8x8 eXperience Communications Platform.

8x8 prides itself on delivering some of the broadest **global coverage** in the industry with PSTN services in 48 countries including **China** and phone number support in more than 120 countries. The company has 35 geographic locations for reliability, QoS, and local data residency. Given the importance of high availability for customers today, 8x8 offers the industry's first **99.999%** SLA for all customer communications.

In addition, 8x8's CPaaS portfolio of embeddable communications and APIs, including SMS, voice chat apps, video, and performance monitoring, empowers organizations to extend and customize communications. Through a network

Fast facts

NYSE: EGHT

Founded: 1987

Headquarters: Campbell, CA

CEO: Dave Sipes

Revenue: \$672m USD (March FY22)

Paid business users: 2.5M+

Cloud infrastructure: 35 regions worldwide

Patents awarded: 275+

Website: 8x8.com

About our name: The "8x8" name goes back to the company's roots and refers to the number of video pixels, or dots of light, that are used as the basic building block in many image compression and video transformation functions.

Recognized in the marketplace



10-time Gartner Magic Quadrant for UCaaS; 7-time Gartner Magic Quadrant for CCaaS



IDC Worldwide UCaaS MarketScape Leader for Enterprise & SMB, 2021



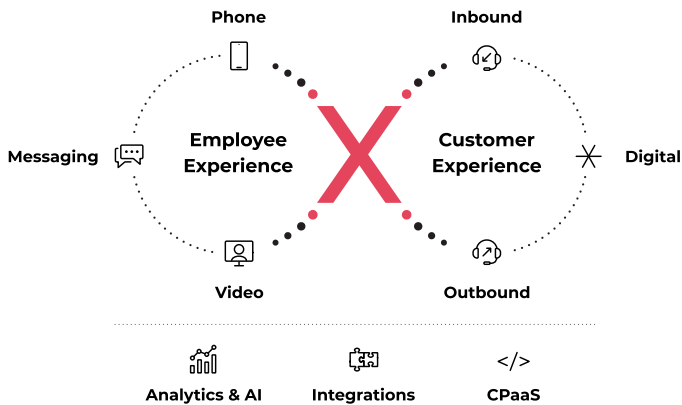
2021 Global Competitive Strategy Leadership Award

of more than 160 top-tier carriers covering over 190 countries and territories, 8x8 CPaaS allows organizations to reliably and securely reach their customers no matter where they are.

For organizations relying on Microsoft Teams for collaboration, 8x8 offers its **8x8 Voice for Microsoft Teams** direct routing solution and **8x8 Contact Center for Microsoft Teams** which is certified by Microsoft.

Leading in the new era of integrated communications

Cloud communications is rapidly evolving and has become a strategic asset. Businesses are now transforming and competing on the way their employees, customers, and partners communicate. In response, 8x8 has introduced **XCaaS (eXperience Communications as a Service)**—a cloud communications deployment model that erases the boundary between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS).



XCaaS: Modern communications experiences powering business agility

Built on the **8x8 eXperience Communications Platform**, 8x8 is responding to the new needs of businesses today and uniquely provides a single-vendor, fully integrated, cloud-native contact center, voice, team chat, meetings, and Communications Platform as a Service (CPaaS) platform. With XCaaS, 8x8 is delivering on the innovation that will advance our customers' increasingly connected EX and CX-focused communications, collaboration, and engagement needs.

8x8 XCaaS highlights

- Industry's only financially-backed, platform-wide 99.999 percent SLA across an integrated cloud UCaaS and CCaaS solution
- One data residency policy, security, privacy, and compliance framework
- A single enterprise directory with shared presence
- Contextual hand-offs between people and modalities
- Single provisioning and configuration, as well as performance management
- Team collaboration across all employees, including contact center agents
- Common integration framework for UC and contact center that supports more than 50 business apps, including Microsoft Teams and Salesforce
- Embedded communications APIs
- Real-time, company-wide analytics across all communications
- Recordings, coaching, and speech analytics for all employees
- Interaction journey analytics
- AI-enabled experiences

8x8's early vision for erasing the boundaries between UCaaS and CCaaS puts it in a unique position as the only fully integrated communications platform in the market. 8x8 is delivering today for customers what its competitors are envisioning for tomorrow.

"8x8's integrated cloud communications and contact center platform provides us the flexibility and resilience to quickly manage all employee and customer interactions from any location or device."

Brian Himstedt, Sr. Director of Technology, Kansas City Royals



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of 8x8 XCaaS™ (eXperience Communications as a Service™), an integrated contact centre, voice communications, video, chat and API solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between Unified Communications as a Service (UCaaS) and Contact Centre as a Service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter, and Facebook.

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