

Empowering the connected agency

As a government agency, your digital transformation strategy focuses on navigating through uncertainty. It removes siloed, legacy technology that hinders employee engagement and citizen trust.



Let's explore how RingCentral will support these key objectives, modernize your agency communications, and empower the connection between your agency and the community you serve.

Agencies are embracing digital transformation to meet citizens' increasing communications needs and to enable employees to work in a hybrid environment.

As agencies move through this transformation, it's important to identify (and avoid) any technology silos that can develop.

When you connect your agency communications platform within a cloud-based framework, you will be positioned to support your strategic imperatives and overcome key operational challenges:

- **Employee collaboration complexity:** Legacy communications systems provide inadequate employee access and cause collaboration gaps.
- **Legacy tools:** Current collaboration processes—email and voicemail—contribute to staff inefficiencies as they move between limited systems to collaborate in a hybrid environment.
- **Negative citizen experience:** Siloed communication pathways cause a disjointed interaction with citizens.

"95% of government CIOs agreed that improving the digital employee experience was their responsibility."

— 2024 Gartner CIO and Technology Executives Survey

RingCentral for government agencies

Modern, cloud-based communications technology can seamlessly incorporate robust message, video, phone, and contact center capabilities into your employee and citizen experiences. The ability of staff to connect over these integrated and always-available channels from any device reduces citizen coordination delays, improves citizen experience, and increases mutual employee and citizen satisfaction. RingCentral combines unified communications and contact center solutions to enable the connected agency.



Employee collaboration: Improve internal communication

Employees impact the citizen experience, as they represent both their agency and the overall government to each citizen—whether answering a simple request or providing time-sensitive services. RingCentral’s communications platform empowers employees to “do more with less” in a hybrid work environment. Staff can collaborate in real time with peers and citizens through RingCentral RingEX™.

- Hybrid environment: Give employees an easy-to-use communications platform to collaborate in a hybrid environment—from anywhere on any device.
- Collaboration and communication: Empower employees to share files, delegate tasks, collaborate through messages, take and make calls, and engage in video meetings through a no-download, secure browser experience.
- Integration: Integrate seamlessly with applications, such as Microsoft Teams and Salesforce, with a phone integration, so your employees can communicate on their channel of choice.

Operational efficiency: Securely connect and collaborate

Successful digital transformation requires that employees and citizens can communicate on a reliable, secure platform. Cloud PBX technology replaces unreliable, legacy phone systems while empowering user adoption through an easy-to-use system.

- **Employee efficiency:** With reduced resources, agencies can support employees to operate efficiently in a seamless application.
- **Cost reduction:** Prioritizing cloud-based communications infrastructure reduces the cost and time commitment associated with managing and maintaining legacy systems.
- **Reliable systems:** With RingCentral, agencies receive a cloud-based PBX all-in-one platform, enabling secure, reliable collaboration.

Citizen experience: Build citizen trust

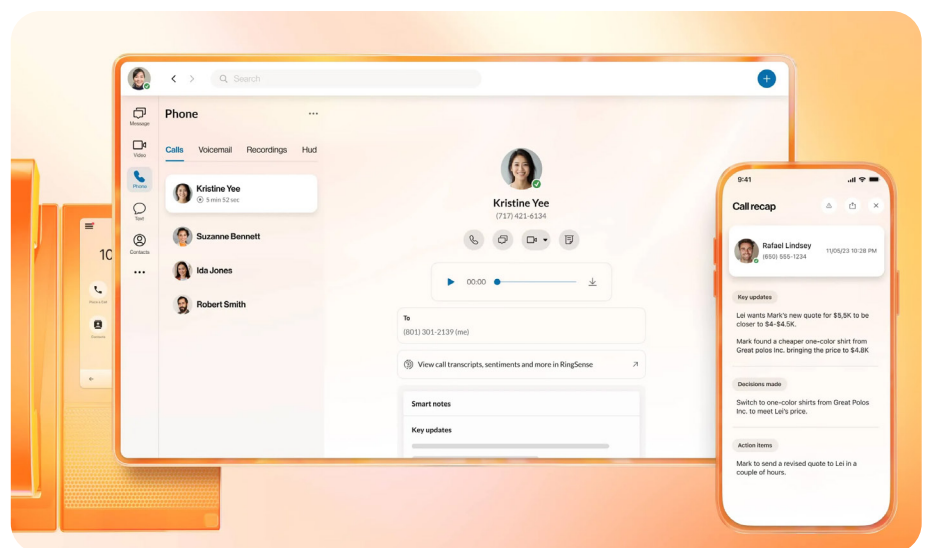
Offering diverse and personalized channels to engage with your citizens makes it easier for them to access your services, which improves their citizen experience and builds trust. With RingCentral RingCX™, you can optimize your agency website with web chat or transform your outdated contact pages with intelligent automation that instantly responds to form fills with a phone call.

Your agency can notify citizens of upcoming activities or deadlines while engaging them via messaging with automated SMS reminders.

- **First-contact resolution:** Through features like integrations, agent scripting, and real-time AI, you can equip your teams to handle citizen inquiries the first time they reach out.
- **Accessibility and inclusivity:** Ensure technology isn't a barrier to citizens that don't have access to technology or a fast internet connection by offering multiple channels of interaction, equitably serving all citizens.
- **Secure communications:** Exchange confidential employee and citizen data across secure, encrypted collaboration channels.

Security that's a step ahead

As agencies evaluate cloud communications and contact center solutions, the security and privacy of their citizens is a critical consideration. One of the key differences of our platform is its HITRUST CSF certification. This, along with our robust encryption and other third-party audits, ensures that your citizens' private information is protected across our platform as it is exchanged and that these measures support your agency compliance.



- **HIPAA-covered entities:** HITRUST CSF certification that includes full mapping to the HIPAA security controls
- **Encryption:** Seven layers of data and physical security, including comprehensive SRTP/TLS encryption
- **Third-party audits:** SSAE 18 certified and SOC 2/ISO compliant data centers

Reliability you can trust

With built-in redundancies, RingCentral enables you to engage your citizens without disruption or delay, even in adverse environmental or technical conditions. Whether you are dealing with an environmental event, such as a hurricane, or notifying citizens of an active threat, such as a gas leak, you will reach the right people on as many channels as possible, as quickly as possible. And your citizens can reach you, regardless of the spike in demand.

- **Platform monitoring:** Our distributed network is fully redundant in every location we serve, providing you with a truly global infrastructure that ensures 24/7 business continuity for your agency.
- **99.999% uptime:** RingEX provides agencies with an uptime SLA performance of 99.999%.

Integrate with ease

RingCentral's open platform integrates with commonly used applications like Microsoft Teams, Salesforce, Google Drive, and more. Not only does this streamline interactions, it allows agencies to enrich your public service picture by seamlessly capturing important data for analytics, reporting, and future strategic planning.

- **Plug-and-play:** Agencies can choose from hundreds (400+) of pre-built integrations to support all your mission-critical applications and thousands of APIs
- **Custom integrations:** RingCentral's platform is pre-integrated with many leading business apps, but if you don't find the integration you want, you can easily build your own custom integrations with our open API.

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For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.



RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world.

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