

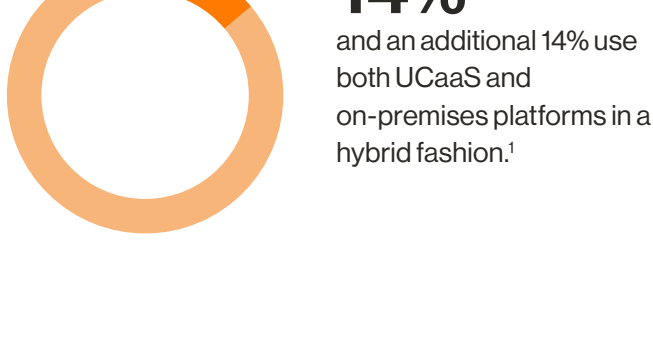
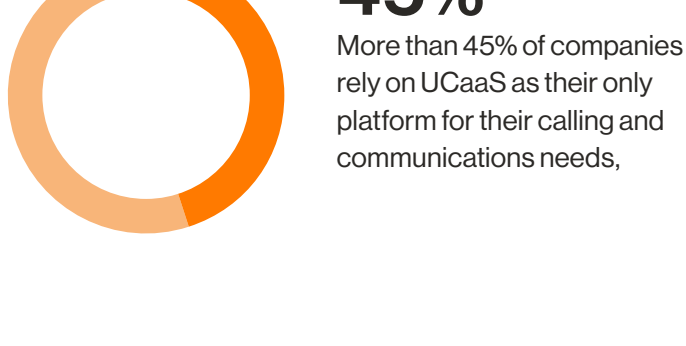
ROI of moving on-premise communications systems to the cloud

Now is the perfect time to move your business communications to the cloud.



With the rapid growth of Unified Communications as a Service (UCaaS) and the proven benefits of cost savings, enhanced customer and employee experiences, and simplified management, businesses have every reason to make the switch today.

Organizations of all sizes are moving to UCaaS



Moving to the cloud makes sense (and dollars)

When you're looking at potential ROI, compare apples to apples and account for all the associated costs.

On-premises

Initial costs

- Hardware
- Customization & implementation
- IT personnel
- Maintenance
- Training

Ongoing costs

- Apply filters, patches, upgrades
- Downtime
- Performance tuning
- Rewriting integrations
- Upgrading dependent apps
- Ongoing IT burden
- Maintain/upgrade hardware
- Maintain/upgrade network
- Maintain/upgrade security

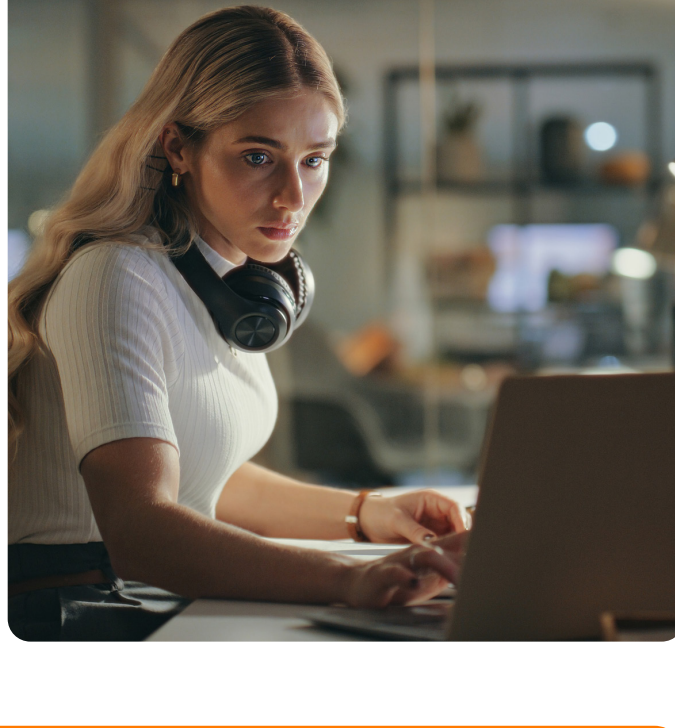
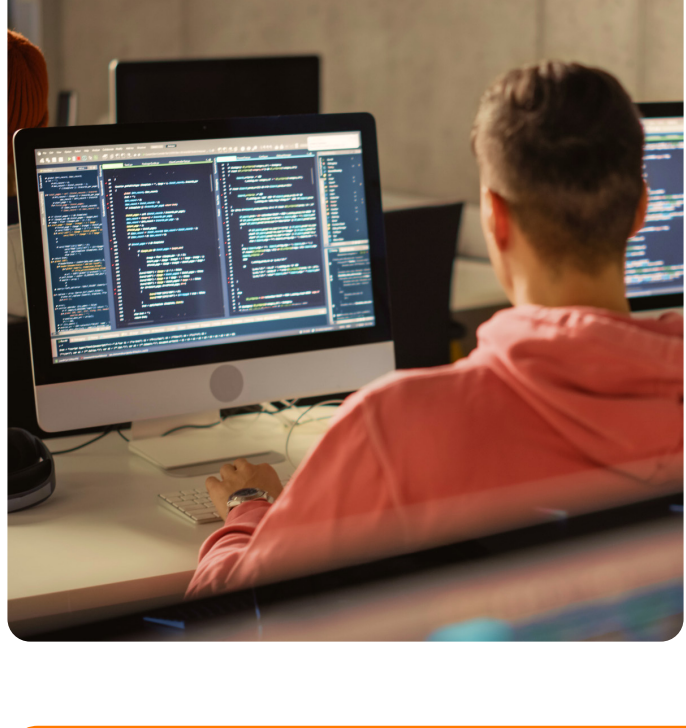
Cloud

Initial costs

- Customization & implementation
- Training

Ongoing costs

- Subscriptions & licenses
- Configuration changes
- Training



\$3.86

The benefit-to-cost ratio of cloud migrations has increased by 12.5 percent since 2021. For every dollar now spent, the benefit-to-cost ratio of cloud migrations is \$3.86.³

- Save costs on maintenance**
Based on an organization with 5,000 employees and 300 contact center agents, Forrester reports that switching from on-premises systems to UCaaS can save approximately \$2.68 million over three years when compared to the cost of maintaining legacy systems.⁴
- Save costs on IT support**
The same Forrester study found that UCaaS solutions typically decrease the number of IT support tickets by 30% and reduce the time needed to resolve these tickets by 60%, resulting in a three-year savings of \$195,000.
- Gain in worker productivity**
A Metrigy study found that adopting cloud-based UCaaS results in an employee productivity uplift of 23%.⁵
In the Forrester study, that uplift in employee productivity was even higher, at 36%.
- Faster decision making**
Firms using UCaaS make decisions 2.6 times faster than those not using UCaaS, and over 40% of companies save money by moving to UCaaS.⁶
- Financially-backed uptime SLAs**
Leading UCaaS providers offer financially backed 99.999% uptime Service Level Agreements (SLAs). This level of reliability is crucial, considering that 60% of digital infrastructure outages cost businesses more than \$100,000⁷. By choosing a UCaaS solution with such robust SLAs, you can ensure business continuity for your organization and avoid costly disruptions.

Make the move with RingCentral

RingCentral provides an integrated UCaaS solution that offers an exceptional return on investment.

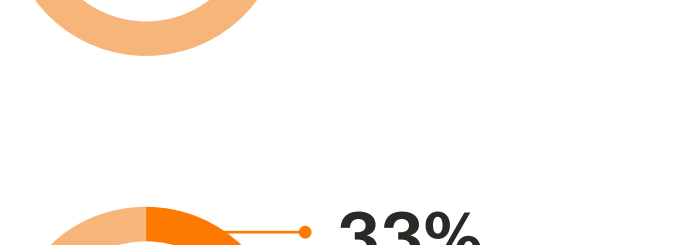
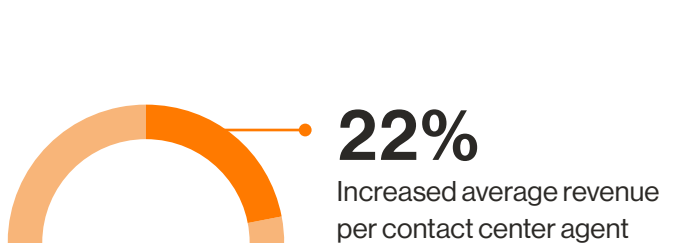
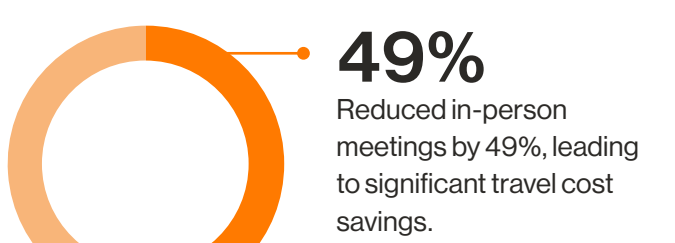
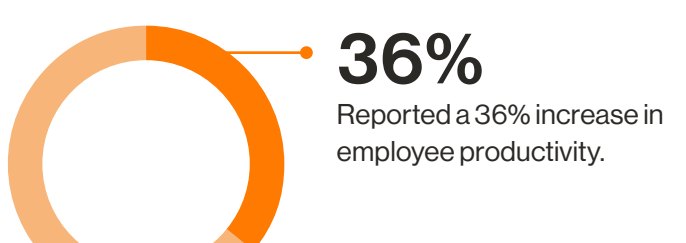
In an aggregate study of several enterprises using RingCentral's UCaaS solution, a financial analysis found that these organizations, on average:

211%

Achieved a 211% ROI with a net present value (NPV) of \$11.96 million and a payback period of less than six months.

173%

One bank with a costly multi-carrier legacy PBX system deployed RingCentral's UCaaS solution and achieved an ROY of 173%, recovering the investment cost within the first five months of deployment.



Are you ready to reap the benefits of moving your communications to the cloud? Take a tour of what we have to offer today.

[Learn more](#) ➔

1. Lazar, Irwin. "UCaaS Predictions Through 2030," 8x8 November 2022.
 2. Lazar, Irwin. "UCaaS Predictions Through 2030," 8x8 November 2022.
 3. "Cloud migration returns \$3.86 for every dollar spent," Nucleus Research, December 2023.
 4. "The Total Economic Impact of RingCentral Contact Centre and MVP", Forrester, May 2023.
 5. "Real-World Benefits of Integrated Cloud Unified Communications and Collaboration," Metrigy, 2021.
 6. "7 reasons to switch your on-premises PBX to the cloud," RingCentral, 2024.
 7. Uptime Institute Outage Analysis, June 2022 <https://uptimeinstitute.com/about-ai/press-releases/2022-outage-analysis-finds-downtime-costs-and-consequences-worsening>