



**8x8, Inc.**

## **8x8 Virtual Office Cloud Communications Solution Receives High Marks in Wainhouse Research Independent Evaluation**

### **Extensive, Multi-Site Testing Showed Superior Reliability and Audio Quality With Zero Call Failures**

SUNNYVALE, Calif., April 7, 2011 (GLOBE NEWSWIRE) -- 8x8, Inc. (Nasdaq:EGHT), provider of innovative business communications and managed hosting solutions, today announced the results of an extensive, independent evaluation of its 8x8 Virtual Office cloud communications solution recently completed by industry analyst firm Wainhouse Research.

Conducted over a six-week period, the Wainhouse Research evaluation of the 8x8 Virtual Office solution analyzed a broad range of installation, performance, feature and system management attributes. The results of the analysis are available in a newly published white paper entitled "[Evaluation: 8x8's Virtual Office Pro VoIP and Unified Communications Solution.](#)"

"Overall, we were extremely pleased with the performance of the 8x8 offering," said Ira Weinstein, senior analyst and partner at Wainhouse Research. "During weeks of using the 8x8 solution for calls with colleagues and clients, the Wainhouse Research test team experienced zero call failures or audio issues. This is an amazing testament to the performance of this hosted VoIP/PBX offering."

To facilitate the 8x8 Virtual Office evaluation, Wainhouse Research signed up as an 8x8 customer under a fictitious name and deployed eight [Polycom IP](#) phones across three locations in Georgia, Florida and Utah using the existing local area network (LAN) in each location. The performance of the offering was assessed using IP phones and softphone clients for both test calls and day-to-day communication sessions with partners, peers, and clients.

"In addition to service reliability and audio quality, we appreciated the wide range of PBX features available to system administrators, the ease of use of the user portal, and the strong help desk that was able to answer a wide range of questions posed by the Wainhouse Research test team," Weinstein continued.

"The Wainhouse evaluation reflects the typical 8x8 customer experience across the board from initial set up to call quality to customer support," said Debbie Jo Severin, chief marketing officer at 8x8. "We are very pleased that a respected firm like Wainhouse Research has validated the user benefits and value proposition our 8x8 Virtual Office service brings to businesses everyday with this very thorough independent assessment."

Winner of PC Magazine's Editor's Choice Award and the Internet Telephony 2010 Product of the Year Award, the [8x8 Virtual Office Pro](#) solution combines the 8x8 Virtual Office hosted PBX business phone service with web-based collaboration tools such as video web conferencing, call recording and archiving, Internet fax, social media integration and video chat plus support for PC and mobile device (iOS and Android) soft clients.

### **About 8x8, Inc.**

8x8, Inc. (Nasdaq:EGHT) leverages its patented software technologies to deliver high quality voice solutions with integrated messaging and video to businesses of any size with employees in any location on a wide variety of business telephony, web and mobile platforms. 8x8 also offers managed hosting and cloud-based computing services. For additional information, visit [www.8x8.com](http://www.8x8.com), or connect with 8x8 on [Facebook](#) and [Twitter](#).

### **About Wainhouse Research**

Wainhouse Research is an independent market research firm that focuses on critical issues in the Unified Communications and rich media conferencing and collaboration fields. The company conducts multi-client as well as custom research studies for industry vendors and consults with end users on key implementation issues. The firm also publishes a news bulletin, white papers and market statistics, and delivers public and private seminars as well as presentations at industry meetings.

CONTACT: MEDIA CONTACT:

Joan Citelli

8x8, Inc.

(408) 654-0970

[jcitelli@8x8.com](mailto:jcitelli@8x8.com)

Source: 8x8, Inc.

News Provided by Acquire Media