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8x8 Accelerates Time to Value of Enterprise Cloud Communications Solutions With New 'Elite Touch' Professional Services Offering

Proven Onboarding and Deployment Methodology Enables CIOs to Quickly Reap the Benefits of Migrating Communications Infrastructure to the 8x8 Cloud Platform

ORLANDO, Fla.--(BUSINESS WIRE)-- **ENTERPRISE CONNECT 2015, BOOTH #1513** -- 8x8, Inc. (NASDAQ:EGHT), a leading provider of cloud-based unified communications and contact center solutions, today announced the availability of a new professional services offering designed to ensure the swift and successful deployment of 8x8 cloud communications services across an enterprise's entire organization.

The 8x8 "Elite Touch" program employs a comprehensive success enablement methodology through every phase of a customer's 8x8 deployment from project kick-off through post deployment support. Adherence to this methodology ensures the fastest time to value even for customers with large and complex requirements that typically involve multiple sites, global implementations or integration with CRM or other back end systems.

In IDC's *2013 US Business Hosted IP Voice Services* report, analyst Amy Lind states, "A quality customer experience has become the norm, with many businesses demanding their service provider partner deliver not just exceptional customer service but a fully integrated customer experience. Larger enterprises are making it clear to providers that they will take their business elsewhere if the provider is unable to quickly provision service and provide certain features and functionality specifically tailored to enterprises' needs."

The 8x8 Elite Touch program follows a five phase process to ensure a customer's services are online quickly and to provide the training and ongoing support required to deliver long term maximum value:

- **Solution Design:** Gather detailed customer requirements, perform a thorough networks assessment, identify all of the call and interaction flows and provide the system design required to meet the customer needs.
- **Administration Training and Deployment:** Configure the implementation to best meet the customer's needs while training contact center and line of business managers on how to get the best value from their system.
- **System Test and User Training:** Ensure that the system is performing as desired, that agents, receptionists, and supervisors have an understanding of how the system will work for them so they can be productive on day one.
- **Post Deployment Support:** Provide "high touch" support for up to 90 days following implementation to ensure that you are getting the best value out of the complete breadth of the system.
- **Ongoing Support:** Provide a dedicated Account Manager for ongoing customer support.

"Elite Touch is another example of 8x8's commitment to deploying, delivering and supporting enterprise cloud communications solutions that offer superior value and ROI along with transformative business advantages," said CEO Vik Verma. "With over 40,000 lines and services that have already been successfully deployed using this methodology, 8x8's internal experts have become highly proficient in tackling some of the most complex communications environments, enabling our enterprise customers to immediately begin experiencing the numerous business benefits our solutions offer."

8x8's cloud-based software platform provides a comprehensive, secure and easy-to-use suite of unified communications and contact center services. In addition to replacing traditional on-premises systems with more cost effective, flexible alternatives, 8x8 solutions address critical challenges faced by many businesses today such as managing globally distributed workforces and mobile devices, maintaining business continuity, and integrating with core enterprise applications and IT systems.

For additional information about Elite Touch, go to <https://www.8x8.com/voip-business-phone-systems/by-business-size/enterprise/elite-touch>.

About 8x8, Inc.

8x8, Inc. (NASDAQ:EGHT) is the trusted provider of secure and reliable enterprise cloud communications solutions to more than 40,000 businesses operating in over 40 countries across six continents. 8x8's out-of-the-box cloud solutions replace

traditional on-premises PBX hardware and software-based systems with a flexible and scalable Software as a Service (SaaS) alternative, encompassing cloud business phone service, contact center solutions, and conferencing. For additional information, visit www.8x8.com, or www.8x8.com/UK or connect with 8x8 on [Google+](#), [Facebook](#), [LinkedIn](#) and [Twitter](#).

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