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Auto Europe Selects 8x8 to Modernize Global Enterprise Communications

International Car Rental Services Provider Moves from Legacy PBX & Call Center Systems to 100% Cloud; Cites Reliability & Integrated Solution as Top Reasons for Choosing 8x8

SAN JOSE, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (Nasdaq: EGHT), the leading provider of global Enterprise Communications as a Service (ECaaS), today announced that it has been selected by [Auto Europe](#), an international car rental services provider, to roll out a company-wide, modern cloud communications system to manage both its global office telephony and call centers across the US, Australia and Germany.

Headquartered in Portland, Maine, Auto Europe has provided international car rental services for travelers to Europe for more than 60 years. In addition to car rentals, Auto Europe offers travel services such as cruise, airline, and hotel bookings, as well as exotic/luxury rentals for VIP travelers, who often require 24/7 customer service miles away from home.

After experiencing on-going reliability issues with its existing set of carriers, Auto Europe consulted the [Gartner Magic Quadrant](#) to consider several vendors, before deciding to replace its on-premises PBX equipment and home-grown call center solution with 8x8's integrated, cloud-based [Virtual Office](#) (VO) and [Virtual Contact Center](#) (VCC). Auto Europe's initial deployment includes 600 VO seats and more than 300 VCC licenses. With the new 8x8 solution, Auto Europe will deliver enhanced customer experiences, substantially improve employee productivity and lower overall costs. The cost savings from replacing its legacy on premises PBX system alone completely funds both Auto Europe's cloud telephony and new 300-seat cloud contact center capabilities.

"8x8 was the only vendor that provided global high call quality and reliability, and an integrated unified communications and contact center solution that delivers seamless experiences across devices. We were also impressed with the company's desktop sharing and video conferencing capabilities, in addition to its directory and IM integration with Google Contacts," said Dan Petlon, CIO for Auto Europe. "Working with 8x8, we discovered new efficiencies in the workplace and call centers that will help take our business to the next level. By migrating to a cloud-based communications environment, Auto Europe will now have the scale and agility needed to service our global customers like never before."

Auto Europe handles more than 50,000 customer calls weekly, so carrier downtime is not an option for its international toll-free customer service numbers. With the 8x8 VO solution, calls will be dynamically routed over any number of top tier carriers, significantly improving reliability while also reducing telephony costs. In addition, with 8x8 VCC, Auto Europe's three global call centers that previously functioned as separate units, will now be seamlessly connected providing follow the sun coverage and global 24/7 customer service.

"We are honored that Auto Europe, a global industry leader, has entrusted its business communications to 8x8," said Vik Verma, Chief Executive Officer of 8x8. "As the only provider of a fully-integrated Enterprise Communications as a Service solution, 8x8 continues to win mid-market and enterprise customers that are looking for a trusted partner to help move them to cloud and upgrade their communications capabilities for improved business productivity and cost savings."

Enterprise Communications as a Service

8x8's innovative ECaaS solution brings all real time communications and contact center services together into one integrated cloud platform, delivering continuous communications experiences from desktop to mobile. These solutions enable companies of all sizes to solve critical business needs and modernize their infrastructure with world-class business communications, contact center solutions, conferencing, collaboration and advanced analytics.

To learn more about Auto Europe's customer journey, read the 8x8 blog: [Rolling out the Red Carpet for Customers.](#)

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 more than 100 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, www.8x8.com/UK or connect with 8x8 on [LinkedIn](#), [Twitter](#), [Google+](#) and [Facebook](#).

About Auto Europe

With over 60 years of experience in the rental car industry, Auto Europe specializes in helping travelers find the lowest car rental rates around the world. Auto Europe's deep understanding of the complexities of renting cars abroad paired with their knowledgeable team of rental specialists (available 24/7) allows Auto Europe to provide travelers with the best customer service in the industry before, during and after their rental. To find the best rate on a car rental for your next trip abroad or to learn more about renting a car visit www.autoeurope.com.

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