

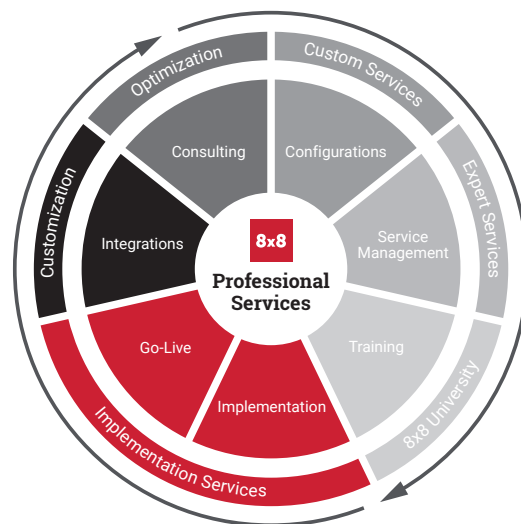
Professional Services Overview

Business Phone Systems

Professional Services

8x8 Professional Services is your partner for a successful Business Phone System. At 8x8, we believe success is not a single event. Rather, it's an ongoing process supported by a relationship built on trust and confidence. That's why, from project inception through go-live, you'll be given full visibility and metrics to track progress. From there, our global team of communications experts, will actively guide you through every stage of your business lifecycle. Support is ongoing and available when you need it. Our experts will make best practice recommendations, offer health checks, monitor your network, provide administration services, and much more. Join us. We look forward to working with you on your journey...

8x8 offers the services you need to get you started and to keep you going.



What implementation service do you need?

		Starter	Plus	Managed	Custom
Scope	X Series	X1 – X4	X1 – X4	X1 – X4	Any
	Number of Users/Agents	Up to 250	Up to 1000	Any	Any
	Countries	US, CAN	US, CAN, ANZ	US, CAN, UK, AUS, NZ	Any
Services	Program Plan and Strategy				Add-on
	Project Management Team			■	■
	Implementation Coordinator		■	■	■
	Webinar Configuration Session	■			
	Assigned Solution Delivery Consultant		■	■	■
	Onsite Services				■
	Network Assessment	■	■	■	■
	Solution Design		■	■	■
	System Configuration		■	■	■
	User Configuration		■	■	■
	System Test		■	■	■
	Troubleshooting and Go-Live Support		■	■	■
	Number Porting Support	Self Porting	■	■	■



Starter Kit

- Perfect for the tech-savvy small business
- Content-rich documentation, Webinars and instructional videos
- Self-guided provisioning for up to 249 users
- 2 appointments up to 2 hours of dedicated assistance



Plus Services

- Perfect for the customer that wants a dedicated Implementation contact
- Hours based packages allow you to choose the amount of assistance you will need
- Includes design, configuration, test and deployment support



Managed Services

- Perfect for implementations with more than 250 lines
- Hands-on joint project management by 8x8 and customer
- Includes design, configuration, test and deployment support



Custom Services

- Designed for customers deploying integrated UCaaS and CCaaS solutions
- Dedicated 8x8 project manager and team
- Support regional and global rollout

Plus Services Options

When to consider Plus Service

- Porting 100+ numbers/ lines
- Multi-site deployment
- Limited internal IT resources
- Need hands-on support (regular weekly calls, dedicated 8x8 implementation expert)

SKU Offer	Bronze (20 Hours)	Silver (30 Hours)	Gold (40 Hours)
Total Users	10–100	100–500	10–1,000
Sites	Up to 5	Up to 10	Up to 15
Solution Designs/Guidance	Up to 5	Up to 10	Up to 15
Number Porting	10–15	10–250	More than 250

Customization & Integration Services

Includes an array of services, such as:

CRM Integration

Screen pop, call log, click to dial

Geo routing configuration

Caller routing based on area code, country code, etc.

Customization & reporting

Custom reports, recording, archiving to your servers, etc.

Custom E911 notifications

Blacklist inbound/outbound callers/dial outs

Optimization Services

How to keep your organization functioning at its best.



Health Checks

An annual service offering that provides scheduled quarterly check-ins to evaluate your organization's VoIP quality, perform site-to-server analysis of your telephony call flow, and make recommendations on improvements.

Custom Services

Choose from a long list of popular services to accommodate your organization's needs.

Site survey

Review floor plans, assess network for telco connectivity, current phone system information, collect and review information on call flow and dialing patterns

Device installation & activation

8x8 can be engaged to install (on-site) and/or activate 8x8 or customer-owned devices

On-site Go-Live support

8x8 will be on-site to root-cause and identify corrective actions for reported issues during first day of Go-Live (up to 8 business hours)

Configuration services

- Gateway configuration
- SIP Credentials & configuration
- Customer configuration

Expert Services

Get exactly what you need, when you need it.



Defined and designed by you. Services and scheduling are detailed in a Statement of Work (SOW). Activities may include customized training, integrations, API assistance, migrations and much more. Work can be on-site or remote. Supported by a dedicated 8x8 project manager and team. Ideal for complex and global rollouts.

We have deployment capabilities around the world.



For more information, call **1.866.879.8647** or visit **8x8.com**.

8x8

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

© 8x8, Inc. All Rights Reserved. Unless otherwise specified, all trademarks identified by the ®, TM, or SM are registered trademarks, trademarks, or services marks respectively of 8x8, Inc.

