8x8

The Smarter Way to Unify Communications—and Control Costs.

Why organizations choose 8x8® to replace fragmentation with one platform for Unified Communications and Contact Center.

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You already know what the tangled stack of tools is doing to your costs, your teams, and your momentum. Here's the good news: you don't need to add another tool to fix it. You need to replace the mess with a single, integrated platform that's built to simplify.

That's where 8x8® comes in.

We combine internal collaboration and customer communications—voice, video, chat, contact center, and APIs—in one cloud-native platform. It is not just bundled but built from the ground up and truly integrated, so you can streamline operations, reduce total cost of ownership (TCO), and actually move your business forward.

From Fragmentation to Savings.

Fragmented tools come with a price—and not just on the invoice. They drain time, dilute accountability, and create costly blind spots in customer and employee experiences.

8x8 eliminates that complexity. No patchwork. No bolt–ons. Just one cloud–native foundation.

With UC and CC together in one platform, you can:

Cut total cost of ownership (TCO)

Fewer systems to manage, fewer vendors to pay, fewer headaches to solve.

Boost employee productivity

Seamless collaboration and customer engagement tools in one experience—so teams can move faster without context–switching.

Increase customer satisfaction and loyalty

Increase customer satisfaction and loyalty Keep every interaction connected, contextual, and frictionless across channels and teams.

Scale intelligently

Add users, channels, or capabilities without costly rebuilds, bolt–ons, or vendor pile–ups.

It's not just easier for IT; it's better for the business. Every conversation happens in context, and every tool works together.

It's not just easier for IT; it's better for the business.

Tailored for How Your Teams Actually Work.

Simplifying your stack shouldn't mean standardizing your people. 8x8 is built for flexibility, with modular service plans and persona-based packaging that let you deliver the right capabilities to every user, whether they're answering calls, managing queues, routing inquiries, or working in the field.

Mix and match plans to fit the unique needs of your organization:

8x8® Engage™ for customer-facing employees outside the contact center. Communicate across channels, access insights for better service.

8x8® Frontdesk for high-volume call handlers and receptionists, with advanced call routing, queuing, and presence features that make it easy to support large teams and dynamic schedules.

Mobile-first functionality for frontline and hybrid teams who need to engage customers and teammates on the go, without sacrificing visibility or security.

Supervisor and performance tools for support leaders. Monitor interactions, coach in real time, and keep service quality consistent.

This modular approach means you're not stuck paying for unused features or shoehorning teams into tools that don't match how they work. It's easier to justify ROI, and even easier to scale with confidence.

Built-in Intelligence That Scales Across Your Organization.

When your business communications and contact center capabilities live on separate systems, advanced tools like speech analytics, quality management, and sentiment tracking stay locked inside the contact center—difficult to scale, harder to access, and often limited to a narrow slice of your organization.

We change that.

Because everything runs on a single, cloud-native platform, it's easy to extend powerful capabilities like quality management, speech analytics, WEM, and sentiment analysis across your organization, without layering on cost or complexity.

With 8x8 you get:

- End-to-end interaction journey visibility.

- Contextual hand-offs between channels, teams, and systems.

- A unified view of employees and customers across the entire communications lifecycle.

That kind of flexibility doesn't come from bundling tools. It comes from building them to work together from the start.

Simplified Procurement and Fewer Vendors to Manage.

A fragmented stack doesn't just complicate your tech; it complicates your business.

Multiple vendors mean multiple contracts, conflicting SLAs, inconsistent billing, and more time spent on procurement, compliance, and support. That gets expensive.

But with one vendor for all of your needs, you get:

· A single contract and invoice for your entire communications stack.

· Streamlined procurement and onboarding for new users, teams, or locations.

· Simplified security and compliance reviews with one trusted platform.

Global teams? No problem. We offer native PSTN replacement in over 50 countries, so you can provide local service without patching together carriers or infrastructure.

It's global coverage without global complexity—one more way the right platform lowers your total cost of ownership.

Finally, one place to manage all your communications.

Managing business communications and contact center on separate systems often leads to fragmented policies, inconsistent user provisioning, and manual workarounds that waste time and increase risk. Every new tool adds overhead, and every change creates friction.

We simplify everything behind the scenes with a single administrative layer that covers it all.

With one platform and one control center, IT gains:

· Unified provisioning across users, roles, and locations. No duplicate entries and rekeying across systems.

· Consistent policy enforcement for security, compliance, and retention..

· Real-time visibility into system health, call quality, and performance metrics.

· Streamlined configuration management, to adjust settings, licenses, and features at scale.

It's a smarter, more efficient way to manage communications infrastructure—and a lot fewer tickets for your team.

And because it's all cloud-native, there's no patching, no version control issues, and no lag between user needs and system response. Just a single source of truth you can rely on, even as the business evolves.

Reliability that's built in, not bolted on.

Business continuity shouldn't depend on duct tape and workaround SLAs. In most multi-vendor environments, a single point of failure can ripple across the entire stack, and when something breaks, it's rarely clear who's responsible.

We're built differently. Our platform is backed by:

Four layers of redundancy across infrastructure, platform, data, and geography.

Automatic failover and disaster recovery built into the platform, not added on after the fact.

Patented Global Reach™ technology that optimizes call quality and routing across regions.

A financially-backed, platform-wide 99.999% uptime SLA that covers your entire communications environment.

No more scrambling to reconnect systems. Just built-in continuity that keeps your teams connected, your customers supported, and your operations moving.

Predictable costs. Continuous innovation. Zero surprises.

Legacy systems often come with hidden expenses—you need hardware upgrades, versioning issues, and more, just to stay current. Even some cloud solutions sneak in bolt-on costs and rigid licensing models.

Our multi-tenant cloud architecture makes it easy to budget and scale.

With 8x8, you can:

· Align pricing to actual usage, with per-user plans that fit your needs.

· Stay current automatically, with updates, patches, and new features delivered in the background. No downtime, no project fees.

· Scale up or down as needed, without triggering rework or renegotiation.

· Eliminate on-prem overhead, VPN layering, and patch cycles for good.

The result: a platform that adapts as fast as your business, without forcing IT to manage a second roadmap just to stay in sync.

Integrations that work where your teams work.

We know your communications stack isn't the only system your teams rely on. That's why we integrate seamlessly with the tools your business already uses.

We offer:

- Native integrations with 30+ CRMs, ERPs, service desks, and productivity apps.

- Open APIs to build custom workflows or connect legacy systems.

- Microsoft Teams integration options that bring enterprise voice and contact center capabilities directly into the Teams interface.

Whether your people work in Teams, Salesforce, Zendesk, or something homegrown, they'll have the communication tools they need—exactly where they need them. No tab switching. No shadow systems.

It's not just easier; it's a better way to work.

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Ready to Simplify Your Stack and Take Control of Your Costs?

Most vendors promise savings. We built a platform that actually delivers them by eliminating the fragmentation, overhead, and upgrade headaches baked into traditional communications stacks.

With 8x8, you get one platform, one partner, and a smarter way to scale.

If you're ready to make your communications simpler, smarter, and more cost-effective, let's talk.

Chat with us

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