

8x8



Connect every store, HQ, and warehouse on one secure platform

Many retailers still rely on separate phone systems and communication tools that don't connect between stores, warehouses, and head office. Simple tasks like checking stock, resolving delivery issues, or getting IT support, take longer than they should. With every store running differently, visibility into performance and responsiveness fades. Costs rise, service slows, and scaling becomes harder just when reliability matters most.

The Power of One Connected Platform

8x8 gives retailers a single, reliable platform that connects every store and location. Instead of managing separate phone systems or juggling vendors, teams communicate instantly — checking stock, confirming deliveries, or getting support without delay.

Behind the scenes, IT manages everything from one workspace: adding users and monitoring performance across every store. New locations come online in days, not weeks, and seasonal in-store staff can be onboarded just as quickly.

By unifying communication, 8x8 removes blind spots and fragmented tools. Retailers gain real-time visibility into performance and uptime, improving efficiency and control. Communication becomes simple, secure, and scalable — keeping every store connected and every decision clear.

Key benefits

- **Simplify IT Management.** One vendor and one platform means fewer systems to maintain and fewer support tickets to chase. IT can manage every location from one place.
- **Scale Faster.** Add new stores or seasonal staff in minutes with zero-touch provisioning and consistent setup across every site.
- **Gain Real-time Visibility.** Track call quality, uptime, and responsiveness across all stores so IT can fix problems before they impact service.
- **Stay Reliable.** With 99.999% uptime SLA and global failover, every store stays connected and operational, even during busy trading periods.
- **Empower Store Teams.** When communication is seamless, store associates can get instant answers from HQ, check inventory, or resolve customer issues on the spot.

The Tech Behind Connecting Stores

8x8 gives retailers the tools to connect every location, securely and simply, without adding complexity to IT operations.

- **8x8 Work[®]**: A single app for calling, messaging, and collaboration between stores, HQ, and distribution teams on any device.
- **Streamlined admin experience**: One dashboard for IT to configure associates, monitor performance, and manage communication across all stores and locations.
- **Mobile Device Management (MDM)**: Integrates with MDM platforms for centralized device provisioning, control access, and support shared retail devices.
- **Microsoft Teams integration**: Deep interoperability via Direct Routing and Operator Connect, extending 8x8 capabilities to Teams users.
- **Secure cloud infrastructure**: Global data centers and redundancy ensure consistent 99.999% uptime SLA for all site-level deployments and consistent service, even during peak trading.

Measuring the Success of Connected Teams

Retailers using 8x8 to connect their stores report smoother communication, faster activations, and measurable efficiency gains.

IT teams cut hours of manual setup by managing communication from a single workspace. Associates resolve issues faster and spend more time serving customers. Regional leaders gain a clear view of store performance, helping them act proactively instead of reactively.

Most importantly, retailers move from firefighting to forecasting. Visibility across every store turns daily communication into a source of insight — helping leaders make proactive decisions about staffing, service, and support.

“We now have consistency across all locations, and we’ve reduced our total telecommunications costs by 60%.”

IT Infrastructure Manager
Kathmandu

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