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# Powering innovation in manufacturing

With a cloud communications platform for the customer obsessed

Cloud-based communications platforms are being adopted by manufacturers to create collaborative environments that include all areas of the supply chain; suppliers, production teams, back office, front office, contact centers, and distribution channels.

## Lean, agile communications and collaboration

8x8 offers an intuitive, design-led interface that effortlessly connects top and shop floor employees with suppliers and customers to improve communications across the supply chain.

To serve the diverse working environments of the manufacturer, multiple edge devices connected on a single platform, including laptops, DECT, door phones, alarms and smartphones, allow important messages and expertise to be shared across all employees, locations and remote workers.

## Improve productivity with every interaction

Lean, agile processes run in harmony with effective easy-to-use communication and collaboration tools to prevent delays and disruptions.

With conversational AI self-service environments, suppliers, customers and distributors can access important updates and order statuses 24/7.

Helpdesk, CRM and Microsoft Teams integration allow for consistent customer experiences from front to back office. A single helpdesk for IT, office applications and shop floor incidents connect all stages of the production line, allowing remedial action to be taken and updates easily managed to prevent further delays down the supply chain.

## Key benefits

- **Build a connected workforce** with a cloud communications platform that connects workforces across multiple locations and end devices through voice, video, chat and SMS, with persona-based interfaces that improve communication flow and productivity.
- **Deliver a consistent CX from front desk to back office** with Microsoft Teams, ERP, CRM, ticketing systems and other business process software, integrated into your 8x8 solution, for consistent experiences across UC and CC users and front and back offices.
- **Maximize operational excellence and agility** with centralized administration and a single directory. Important alerts and information is easily communicated with translation across multiple languages to bring your global teams together, drive supply chain visibility and maximize operational excellence.
- **Increase cost efficiency** with a single vendor solution to replace multiple on-site systems, reducing energy consumption and costs associated with maintaining and upgrading hardware.
- **Ensure reliability and security** with 24/7/365 support, a single governance, security, compliance, and data privacy policy, 35+ global data centers, ISO27001, SOX and the only platform to offer a platform-wide 99.999% uptime SLA.

With 8x8 everyone gets a better experience. Collaboration tools and status alerts provide the data needed to make informed decisions and maintain up-to-date delivery schedules throughout every stage of production.

**Top floor-shop floor communication** is improved with a single platform for all communications that integrates with Teams and connects multiple edge devices; redcare lines, alarm systems, DECT handsets, mobile and softphones.

**Collaboration with new M&A companies** is quick and easy with centrally managed deployment to new users and locations to integrate new companies.

**Real-time supply chain interactions between drivers, back office and warehouse operators** are simplified with omnichannel communications, real-time chat translation in multiple languages and intuitive workflows for seamless information handling.

**Interactions with suppliers** to ensure just-in-time stock deliveries are easily turned into notifications and updates and shared across the entire supply chain.

**Track orders and products in transit** with continuous updates to production schedules to maintain up-to-date delivery schedules and mitigate risk.

**Interactions with distribution channels** are simplified with CRM integration and SMS messages for personalized order and delivery notification updates.

**Staff training and coaching** are easily delivered with call recording, analytics and AI for guidance through interactions, alerts and to provide examples of best practice.



“The beauty of 8x8 with Teams is that we can all be on one system together. More than anything, I think it's about keeping us connected.”

**Krista McCue,**  
IT Help Desk Support,  
Case Paper



“8x8 stood out by fitting our global footprint very well. Our contact center leaders in particular were very happy with the management features.”

**Chris Geryol,**  
Senior Manager of IT  
and Operations, nVent



“8x8 offers some slick features for users as well as a fully functional web portal that makes it easy for us to manage the system by ourselves.”

**Yusuf Abu-Hatoum,**  
Chief Information  
Officer, CST Industries



“8x8 has really brought us all together in a way that we've never had before. And it's given us a new set of tools to collaborate with each other and our customers. It's a huge advancement for our company”

**Mark Griffith,**  
IT Manager, Struers

**56%**

A single communications platform for UC and CC delivers 56% reduction in TCO when compared to a multi vendor solution