

The logo for 8x8, consisting of the numbers '8x8' in a bold, white, sans-serif font, positioned in the top left corner of the image. The background of the image shows a woman in profile, looking at a large monitor displaying a video conference with several participants. The setting appears to be a modern office with a window and some indoor plants.

Connect Your People

One platform for every employee, everywhere.

As businesses adapt to hybrid work, global expansion, and rising employee expectations, one truth becomes clear: disconnected tools, fragmented communication channels, and outdated systems are barriers to productivity and performance. When employees must toggle between multiple platforms for meetings, messaging, telephony, and collaboration, time is lost, context is broken, and opportunities are missed.

8x8 provides one global platform that consolidates all modes of communication — voice, video, chat, meetings, and SMS — into a unified workspace. This means fewer vendors, less complexity, and more consistency for IT teams and end users alike.

With native PSTN coverage in 50+ countries, a financially-backed 99.999% SLA, built-in AI capabilities across calls, meetings, and messaging, and flexible integrations with tools like Microsoft Teams, Salesforce, HubSpot, Google Workspace, and more, 8x8 allows organizations to meet employees where they already work. Mix-and-match licensing keeps costs optimized, while the cloud-native design enables rapid deployment and scalability — so you can connect frontline staff, remote teams, and headquarters alike on one platform.

Key benefits

- **Higher Productivity and Faster Decision-Making.** 8x8 eliminates silos by unifying voice, video, chat, and collaboration in one workspace. Employees save time switching between tools, enabling quicker decisions and more efficient workflows.
- **Reduced Complexity and Lower Costs.** By replacing legacy PBXs, regional carriers, and multiple vendors with a single global platform, organizations cut IT overhead, simplify operations, and optimize total cost of ownership (TCO).
- **Improved Employee Experiences.** Employees gain seamless, inclusive communication across locations, time zones, and devices—with AI-powered features and collaboration leading to stronger engagement, higher satisfaction, and better interactions.

The tech behind 8x8's Connect Your People

8x8's Connect Your People is powered by a secure, enterprise-grade cloud communications platform designed for global scale and hybrid work.

- **8x8 Work:** A single app for telephony, team messaging, video meetings, business SMS, and fax—accessible across devices and locations.
- **Cloud-native global platform:** Native PSTN in 50+ countries with local numbers in 100+ countries, backed by a financially-backed 99.999% SLA — ensuring seamless, always-on connectivity with one provider.
- **AI-powered collaboration:** Built-in AI enhances every channel — post-call transcription, voicemail transcription, summaries, and action items for calls; transcription, automated summaries, action items, and real-time translation for meetings; and smart replies, AI-assisted messaging, and chat summarization for messaging.
- **Microsoft Teams integration:** 8x8 offers the industry's most complete Microsoft Teams integration portfolio — including 8x8 Voice for Microsoft Teams (Direct Routing), 8x8 Operator Connect, and a Microsoft-certified Contact Center for Teams. The only global UCaaS provider with both a Microsoft-certified Contact Center and Operator Connect solution, with over 550,000 licenses sold globally.
- **Streamlined admin experience:** One bill, one portal, one vendor—simplifying IT operations while meeting compliance, data residency, and security needs.

Key verticals that thrive

- **Retail:** Onboard seasonal or remote staff quickly, maintain consistent customer service across locations, and reduce costs by eliminating local carrier contracts.
- **Healthcare:** Connect care teams, front desk, and back-office staff securely and compliantly —ensuring continuity across patient care and admin workflows.

- **Financial Services:** Support distributed teams with secure, compliant global communications—keeping trading floors, advisors, and customer support aligned.
- **Professional Services:** Empower mobile consultants and legal professionals with cloud-based calling and meetings—no matter where work happens.

Less complexity. More connection.

Organizations that deploy the 8x8 platform to connect their people see significant improvements in both operational efficiency and employee experience.

By consolidating vendors and licenses, businesses report lower total cost of ownership (TCO), with IT teams saving time on administration, troubleshooting, and vendor management. Deployment timelines shrink from months to days, while mix-and-match licensing improves utilization and reduces waste.

Employees benefit from more intuitive tools, less app switching, and better call quality — leading to higher satisfaction scores. From reduced downtime to improved decision-making, businesses gain measurable impact and a future-ready foundation for digital transformation.

“Previously, we had a multitude of different plans in place, which made budgeting very difficult, we now have consistent costs across all locations, and we’ve reduced our total telecommunications costs by 60%.”

Aidan O’Connor IT Infrastructure
Manager

Kathmandu