



Get to know 8x8

A communications leader and innovator trusted by more than 3 million business users globally

One platform. Every communications experience.

8x8 is an innovator for and ahead of its time. A pioneer in integrated cloud communications and contact center solutions, 8x8 helps organizations that are customer-obsessed deliver differentiated customer experiences by enabling work from anywhere, eliminating customer and employee communications silos, and supporting innovation and digital transformation initiatives that drive competitive and economic advantage.

An [11-time Leader in the Gartner Magic Quadrant for Unified Communications as a Service \(UCaaS\) Worldwide](#) and recognized eight years in a row in the Gartner Magic Quadrant for Contact Center as a Service (CCaaS), 8x8 is known in the market for its vision in introducing [XCaaS™](#) (Experience Communications as a Service™) and the 8x8 eXperience Communications Platform™ which includes integrated cloud contact center, voice, team chat, video meetings, and SMS capabilities in a single-vendor solution.

Fast facts

NASDAQ: EGHT

Founded: 1987

Headquarters: Campbell, CA

Revenue: \$703M USD (May FY24)

Paid business users: 3M+

Cloud infrastructure: 36 regions worldwide

Patents awarded: 300+

Website: 8x8.com

About our name: The “8x8” name goes back to the company’s roots and refers to the number of video pixels, or dots of light, that are used as the basic building block in many image compression and video transformation functions.

Recognized in the marketplace



11-time Gartner Magic Quadrant for UCaaS; 8-time Gartner Magic Quadrant for CCaaS



G2 Best Customer Service Products in 2023



TrustRadius Best Relationship, Best Feature Set, Best Value, 2023

For more information, call 1 866 879 8647 or visit 8x8.com.

8x8 prides itself on delivering some of the broadest [global coverage](#) in the industry with full cloud PSTN services in 58 countries/territories including China and phone number support in more than 120 countries. The company has a geographically redundant global public cloud and data center infrastructure across 36 regions to provide seamless connectivity and built-in disaster recovery.

Given the importance of high availability for customers today, 8x8 offers the industry's first 99.999% uptime SLA across an integrated cloud UCaaS and CCaaS solution. In addition, 8x8's Communications Platform as a Service (CPaaS) portfolio of communications APIs including SMS, chat apps, voice, and video empowers organizations to integrate real-time communications capabilities directly into applications, websites, and workflows.

For organizations relying on Microsoft Teams for collaboration, 8x8 offers its [8x8 Voice for Microsoft Teams](#) direct routing solution and [8x8 Contact Center for Microsoft Teams](#) which is certified by Microsoft.

Leading in the new era of integrated communications

Cloud communications is rapidly evolving and has become a strategic asset. Businesses are now transforming and competing on the way their employees, customers, and partners communicate. In response, 8x8 has introduced [XCaaS \(Experience Communications as a Service™\)](#)—a cloud communications deployment model that erases the boundary between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS).

The [8x8 eXperience Communications Platform™](#) provides a single-vendor, fully integrated, cloud-native contact center, voice, team chat, meetings, and CPaaS platform. 8x8's early vision for erasing the boundaries between UCaaS and CCaaS puts it in a unique position as the only fully integrated communications platform in the market. 8x8 is delivering today for customers what its competitors are envisioning for tomorrow.

The 8x8 XCaaS Highlights

- Financially-backed, platform-wide 99.999% uptime SLA across an integrated cloud UCaaS and CCaaS solution
- One data residency policy, security, privacy, and compliance framework
- A single enterprise directory for UC and CC, with shared presence
- Contextual hand-offs between employees and modalities and interaction journey analytics
- Single provisioning and configuration, as well as performance management and support
- Team collaboration across all employees, including contact center agents
- Common integration framework for UC and CC that supports 40+ business apps, including Microsoft Teams and Salesforce
- Embedded communications APIs
- Real-time, company-wide analytics across all communications
- Feature extensibility between UC and CC, such as recordings, coaching, and speech analytics for all employees
- AI-driven features, personalized experiences

“8x8’s integrated cloud communications and contact center platform provides us the flexibility and resilience to quickly manage all employee and customer interactions from any location or device.”

Brian Himstedt, Sr. Director of Technology, Kansas City Royals