



Get to know 8x8

A communications leader and innovator trusted by more than 2 million business users globally

One platform. One experience. One vision.

8x8 is an innovator for and ahead of its time. A pioneer in integrated cloud communications and contact center solutions, 8x8 helps customers solve critical communications challenges, enabling remote and hybrid workforces, delivering improved customer and employee experiences, and supporting digital transformation initiatives that drive competitive and economic advantage.

A **nine-time** Gartner Unified Communications as a Service (UCaaS) Magic Quadrant Leader and a seven-time Gartner Contact Center as a Service (CCaaS) Magic Quadrant Challenger, 8x8 has recently been recognized in the market for its vision in introducing Experience Communications as a Service (**XCaaS**) and the 8x8 eXperience Communications Platform.

8x8 prides itself on delivering some of the broadest **global coverage** in the industry with PSTN services in more than 45 countries, including **China** and **Russia**, and phone number support in more than 120 countries. The company has 35 geographic locations for reliability, QoS, and local data residency. Given the importance of high availability for customers today, 8x8 also recently introduced the industry's first **99.999% SLA** for all customer communications.

Fast Facts

NYSE: EGHT

Founded: 1987

Headquarters: Campbell, CA

CEO: Dave Sipes

Employees: 1,700+

Revenue: \$536M USD (June 30, FY22)

Paid business users: 2M+

Cloud infrastructure: 35 regions worldwide

Patents awarded: 275+

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.



9-time Gartner Magic Quadrant
for UCaaS; 7-time Gartner Magic
Quadrant for CCaaS



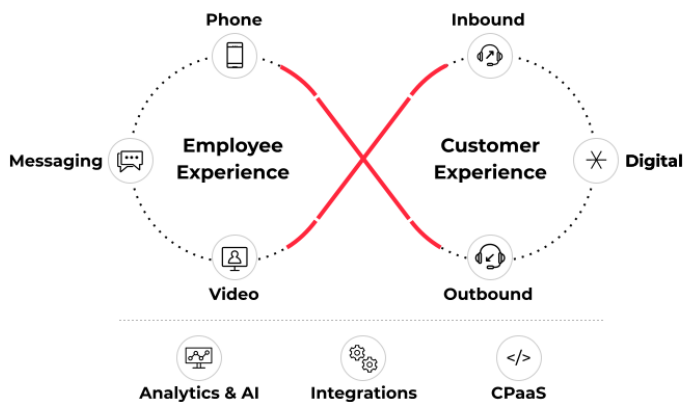
IDC Worldwide UCaaS
MarketScape Leader for
Enterprise & SMB, 2021



2021 Global
Competitive Strategy
Leadership Award

XCaaS: Leading the new era of cloud 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).



XCaaS: Modern communications experiences powering business agility

Built on the **8x8 eXperience Communications Platform**, 8x8 is responding to the new needs of businesses today and uniquely provides a single-vendor, fully integrated, cloud-native contact center, voice, team chat, meetings, and Communications Platform as a Service (CPaaS) platform. With XCaaS, 8x8 is delivering on the innovation that will advance our customers' increasingly connected EX and CX-focused communications, collaboration, and engagement needs.

Highlights of 8x8 XCaaS

- Industry's only financially-backed, platform-wide 99.999 percent SLA across an integrated cloud UCaaS and CCaaS solution
- One data residency policy, security, privacy, and compliance framework
- A single enterprise directory with shared presence
- Contextual hand-offs between people and modalities
- Single provisioning and configuration, as well as performance management
- Team collaboration across all employees, including contact center agents
- Common integration framework for UC and contact center that supports more than 50 business apps, including Microsoft Teams and Salesforce
- Embedded communications APIs
- Real-time, company-wide analytics across all communications
- Recordings, coaching, and speech analytics for all employees
- Interaction journey analytics
- AI-enabled experiences

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.

"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

Contact 8x8 sales or your 8x8 partner for additional information.

1 866 879 8647 or +44(0)333 043 8888 or visit [8x8.com](https://www.8x8.com).

8x8

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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