Tell Me About Guide

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About West Pier Telecom

We provide and support award winning business communication solutions from some of the world's leading technology providers. We only work with best-in-class providers and aim to provide wholistic solutions in order ensure that our customer's communications are fully integrated, cost effective as well as easy to manage and bill.

Our Partners	
8x8	• Gartner's Magic Quadrant 2020 for Unified Communications as a Service (UCaaS): Named 8x8 as a leader in 2020.
AVAYA RingCentral	• Gartner's Magic Quadrant 2020 for Unified Communications as a Service (UCaaS: Named the RingCentral platform as a leader in 2020.
Five9	• Omdia Decision Matrix 2020 for selecting a Multichannel Contact Centre: Names Five9 as a Leader

Our Experience

For over 20 years we have been supplying businesses with telephony and unified communications. During this time, we have endeavoured to stay ahead of the curve in what can only be described as a rapidly evolving industry. Whether your business requires a traditional on-premises telephony solution and contact centre, or an advanced cloud based unified communications supplier, we can be trusted to deliver. We can handle projects of all sizes; no customer is too small or too big. We have installed and currently support emergency 999 contact centres as well as unified communication solutions for international businesses with offices around the globe including the UK, USA, Australia, India, Mexico, and the Philippines.

Our Dedication

Our commitment to customer service is something we pride ourselves on. This commitment has been acknowledged by one of our technology partners Avaya. We are the only Avaya partner to have been awarded the prestigious Partner in Customer Excellence Award in four consecutive years. This award is received when an Avaya partner consistently receives customer feedback (collected by a 3rd party) of above 94% over a period of 12 months.

Why 8x8?

8x8 is transforming the future of business communications. By integrating voice, video, chat, contact centre, and enterprise-class API solutions into one global, secure, reliable cloud communications platform, 8x8 is ensuring people are more connected and productive no matter where they are in the world.

A single cloud platform for voice, video, chat and contact centre. Empower your teams to connect, collaborate and delight your customers. With an 8x8 cloud phone system and unified communications solution you can mix and match service plans to user requirements and create a communications solution that is tailored for your business.

8x8 Business Cloud Phone System

Make your phones work smarter. Leverage cloud PBX to more effectively onboard employees, manage and scale your voice services.

8x8 Video Conferencing

The best video conferencing solution for businesses of any size. Fully secure, reliable, packed with features and ridiculously simple to use.

8x8 Team Chat

Connect teams in an instant with 8x8's business chat. Easily access your conversations with your contacts, whether they are your colleagues on the same phone system or an external chat application.

8x8 Contact Centre

A complete cloud contact centre solution that makes it easy to connect and collaborate with clients, employees, and customers across voice and digital channels. Unlike other platforms, the 8x8 contact centre is fully integrated and owned by 8x8.

8x8 Voice for Microsoft Teams

A cloud-based PBX-to-PBX integration with Microsoft Phone System, which creates a seamless, behind-the-scenes integration of 8x8 Work phone service into Microsoft Teams.

8x8 App & Software Integrations

Bring voice, video, and chat to the applications you use every day. Enable comprehensive communications for your business.

- Optimise your organisation's total cost of ownership by giving each user the exact features needed for the job.

- Eliminate organisational silos with full analytics and collaboration between contact centre agents and functional area experts.
- Single administration tool for system setup, with user and data management.
- Combine call, directory, video conferencing, chat and contact centre in a single license.

Enterprise-grade Cloud Communications

Market Leadership

In 2020, 8x8 was recognised, for a ninth consecutive year, as a Leader in the Gartner Magic Quadrant for Unified Communications as a Service (UCaaS). For the fourth successive year, it also features in the equivalent report for Contact Centre as a Service (CCaaS), which acknowledged its "growing market presence" and "functional depth without sacrificing ease of use."

Mastering the Full Stack

Enterprise buying-patterns are shifting dramatically in favour of cloud-based solutions, as premises-based unified communications and contact centre options have reached full maturity.
8x8 is the only 'full-stack' vendor with a single integrated UCaaS and CCaaS cloud platform. Its ability to integrate with essential business tools, including workforce management, contact centre, and office productivity applications, ensures that it is fully aligned to the needs of customers seeking a complete cloud communication solution.

The 8x8 approach is in perfect alignment with the Magic Quadrant selection-criteria now used by Gartner to only evaluate full-stack SaaS solution providers, where the application stack is developed, updated, managed, and controlled by the software vendor.

Trusted by Customers

With over 1,000,000 users across over 55,000 organisations, 8x8 excels in meeting the diverse needs of businesses of all sizes from family firms, entrepreneurial start-ups to public sector institutions and large multinational organisations.

Global Reach

8x8 delivers its communications services via fifteen data centres across seven dispersed regions of the world. Its patented geographic routing technology ensures that 8x8 voice and video communications, placed or received anywhere on the globe on any device, have the same consistent quality as a local or internal call within a single area code. This global footprint also allows 8x8 to provide worldwide support, 24 hours a day.

Quality of Experience

This robust, high-availability architecture has enabled 8x8 to achieve an average core call-flow processing uptime of 99.997%, which ensures consistent and high-quality enterprise-grade communications and quality of service upon which customers can rely.

8x8 places an equal focus on delivering a consistent and intuitive on-device experiences for users, supervisors, agents, and administrators. This provides an essential impetus for usage and adoption and demonstrable return on investment.

Flexible Service Plans

From self-service telephony and video meetings applications to modular cloud communications solutions, the 8x8 X Series modular licensing scheme enables customers to equip each employee with the voice, video, messaging, and user experience that matches their role, location, and workstyle.

Open Architecture

8x8 integrates with an extensive variety of popular 3rd party middleware and CRM software, including Workforce Automation and Quality Management applications.

In addition, 8x8 brings the enviable quality of its voice and video capabilities to popular 3rd party unified communications environments, including Microsoft Teams and Salesforce.

Industry Recognition

FROST & SULLIVAN	TechTarget	Gartner
"Continually enhanced portfolio and streamlined go-to-market strategy." **Innovations and Leadership Award**	"Superior Voice Quality" **Network Innovation Award**	"A truly unified communication and contact centre platform in the cloud." **UCaaS Magic Quadrant - Leader**

One cloud solution	Voice, video, chat and contact centre capabilities are supported within the same core cloud platform, enabled by 8x8's standard X Series licensing scheme. This allows customers to avoid the inefficiency and risk of managing separate applications and multiple vendor solutions.
Improve collaboration	From simple voice services, for a single location, to multi-channel contact centres, X Series is perfectly matched to the increasingly agile needs of the modern workplace. 8x8 Virtual Office applications promotes quick and intelligent collaboration across any communication channel for office staff, road warriors, home workers alike, independent of their device, location, or workstyle.
Easy deployment and administration	Deployment is easy, ensuring that each user has the exact functionality needed, while tiered pricing and simplified administration help lower total cost of ownership.
Real-time analytics and reporting	Powerful reporting options provide a valuable insight into the effectiveness of your internal and external communications. Advanced analytics enable you to drill into the detail to make informed decisions that maximise operational efficiency and deliver optimum business results.

8x8 Global Reach™ keeps customers connected

The 8x8 eXperience Communications Platform™ uses patented Global Reach™ technology and built-in software intelligence to deliver high availability and mitigate common cloud communications challenges such as connectivity issues, audio and video quality problems, and service outages.

Media data is susceptible to delays, and 8x8's patented technologies minimise this data latency. All XCaaS traffic routing decisions take place in real time and factor in the current internet and carrier network conditions to determine

the best call routes; then, high-quality employee and customer communications are delivered globally through an extensive network of peer-to-peer connections.

As a global cloud communications provider for contact centre, voice, video, messaging, and APIs, 8x8 employs a comprehensive array of techniques that conceal the effects of any packet loss, latency, or jitter that may be present in an underlying data connection.

35

Geographic locations/regions providing reliability, quality of service, and local data residency

20 Public Cloud Regions   15 Private DC Locations

8x8 Global Reach for high-availability, quality of service, and data residency

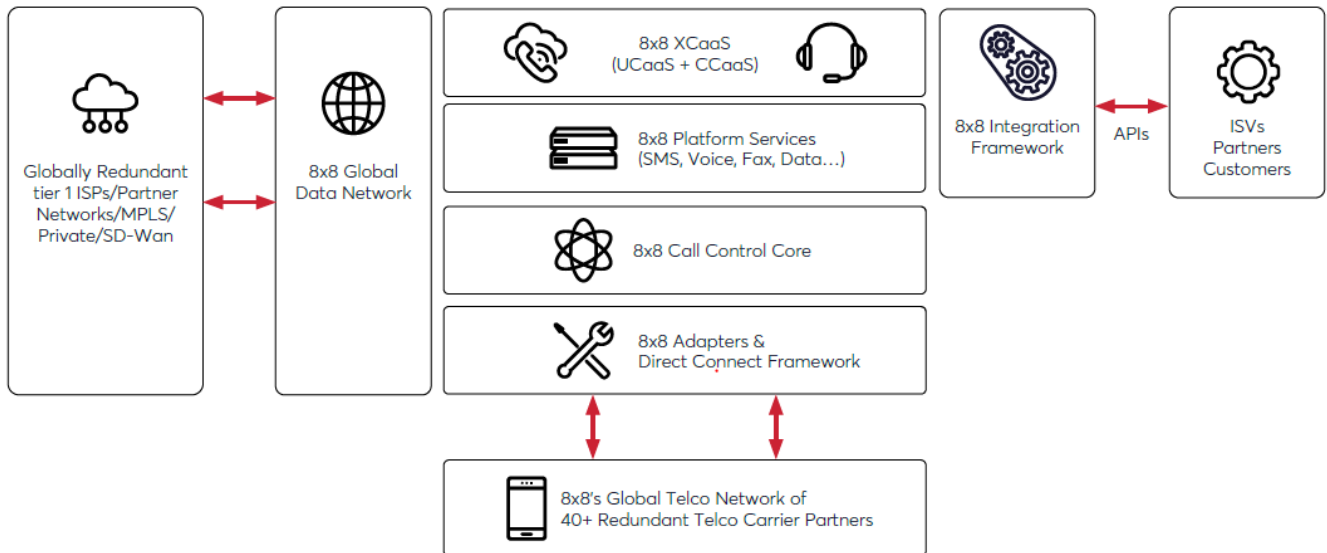## Reliability and uptime availability imperatives

8x8 sets a new industry standard for platform reliability with a financially backed, platform-wide 99.999% SLA across both UCaaS and CCaaS. 8x8 is the only cloud communications provider able to offer this uptime guarantee, using fully mirrored top-tier, state-of-the-art data centres across 35 geographically diverse locations running on global public cloud infrastructure. 8x8's unique architecture reaffirms our long-term customer commitment to stability and performance.

Each Tier 3+ data centre is serviced by:

- Multiple Tier 1 ISPs with multiple redundant links and direct private connections
- Multiple top-tier PSTN carriers
- Redundancy at four layers: infrastructure, platform, data, and geographic

8x8 uses a cluster implementation, from the hardware to the application layer, with core network redundancy for each element, including dual power supplies, UPS, and data replication across data centres.

The inherent reliability of 8x8's architecture ensures the industry's only cross-platform service level availability guarantees of 99.999% uptime. In the event of a significant disruption, such as a natural disaster, failover between data centres for 8x8 communication services happens instantly. Active calls can disconnect, but new calls generate immediately.

Mitigating downtime risks

The 8x8 development platform is optimised for creating modern microservices-based applications in the cloud. The tier 1 platform infrastructure enables rapid innovation, automated testing, and frequent deployments with minimal risk through management toolsets geared towards continuous delivery, elastic scale, and high availability.

8x8 maintains, monitors, and troubleshoots applications in production environments to ensure system reliability and aim for zero downtime while reinforcing security and governance.

Service transparency

To ensure complete transparency, the status of your communications services are always available on the public Service Status live dashboard.

This architecture and approach provides the 99.999% reliability your organisation requires for service delivery resilience. A financial commitment to the contract offers additional peace of mind.

Mitigating downtime risks

Service transparency
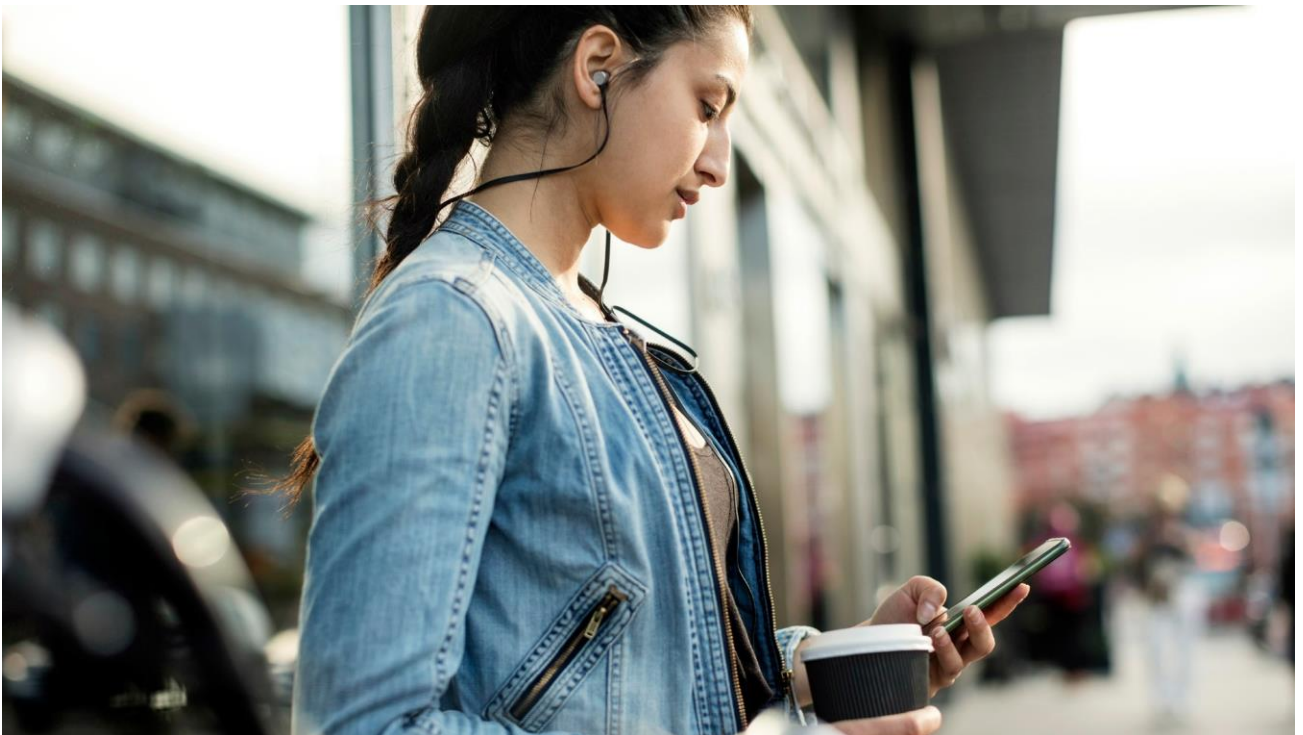
Industry-leading security and compliance certifications

Products designed for the enterprise must meet wide-ranging, demanding customer security and compliance requirements. 8x8 is dedicated to achieving security and compliance certifications to meet the needs of companies in all industries.

8x8 communications solutions have strong data-in-motion encryption and use AES 256 encryption for data at rest to protect customer data. As a result, national and multinational organisations choose 8x8 to help them comply with strict standards, protect their reputations, and secure their customer data.

All 8x8 services undergo rigorous software security stress testing using Coverity tools. No other cloud communications provider has achieved 8x8's level of advanced, third-party annual audit and verification.

8x8 security and compliance certifications

Cloud Security Alliance (CSA) STAR compliance

8x8 complies with international Cloud Security Alliance (CSA) requirements through the CSA's Cloud Controls Matrix (CCM). This is generally understood to be one of the most complete and detailed cloud Software as a Service (SaaS) security and regulatory compliance questionnaires used to evidence compliance with major audit frameworks available today, including HIPAA, FISMA/FedRAMP/NIST, and various ISO regulations, including 27001/27002, COBIT5, CSA Star, Jericho Forum, and NERC CIP.

FCC Customer Proprietary Network Information (CPNI) compliance

8x8 complies with the Federal Communications Commission's CPNI regulations for protecting customer proprietary network information.

Health Insurance Portability and Accountability Act (HIPAA) compliance

8x8 is third-party certified as a HIPAA-compliant business associate. 8x8 is one of the only major cloud communications providers that openly offers business associate agreements (BAAs) to help customers comply with HIPAA requirements.

Health Information Trust Alliance (HITRUST) compliant

8x8 services are HITRUST-compatible. The HITRUST Common Security Framework (CSF) addresses the multitude of security, privacy, and regulatory challenges facing healthcare organisations. Healthcare and IT professionals created the HITRUST CSF to provide an efficient and prescriptive framework for managing the security requirements inherent in HIPAA.

National Institute of Standards and Technology (NIST 800-53 R5) and Federal Information Security Management Act (FISMA) compliance

8x8 services meet the standards established by the NIST— NIST 800-53 R5 — one of the most rigorous security standards found anywhere in the world. 8x8 is third-party verified to comply with the Federal Information Security Management Act (FISMA), and auditors confirm 8x8's continued NIST/FISMA compliance.

Standard Contractual Clauses (SCC) apply for data transfers between EU and non-EU countries

This ensures appropriate safeguards for international data transfers involving personal data by the European Commission, including the United States.

ISO 27001:2013 and ISO 9001 certified

8x8 UK is ISO 27001:2013 and ISO 9001 certified. ISO/ IEC 27001 is an internationally recognised best practice framework for an information security management system.

ISO 9001 sets out the criteria for a quality management system.

Certified PCI-DSS 3.2.1 SAQ-D service provider

The Payment Card Industry (PCI) Security Standards Council creates Data Security Standards (PCI DSS) for handling credit card information. PCI DSS requirements are applicable if credit card information is stored, processed, or transmitted. 8x8 has engineered its solutions to help customers achieve their PCI compliance. 8x8 encrypts all voice and data in transit and storage; 8x8 also meets PCI mandates to block private cardholder information from recordings.

SecurePay is a new 8x8 product that interfaces with PCI Pal for IVR payments and DTMF cardholder data entry, to ensure customer equipment is out of scope for PCI DSS assessments.

Data-in-motion encryption with Session Initiation Protocol (SIP) over Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP)

Data-in-motion encryption with Session Initiation Protocol (SIP) over Transport Layer Security (TLS) and Secure Real-time Transport Protocol (SRTP) is provided by 8x8, which enables full end-to-end encryption of both voice signalling and media streams to the 8x8 cloud. This capability thwarts eavesdropping attempts on conversations or "man-in-the-middle" attacks.

EU GDPR compliance

The US Department of Commerce selected 8x8 to participate in an advisory committee as the US and EU negotiated and implemented the General Data Protection Regulation (GDPR). 8x8 was one of the first cloud computing companies to comply with GDPR and it continues to work closely with prominent US and EU law firms to stay ahead of evolving regulations.

UK Government G-Cloud supplier

UK Government G-Cloud is an initiative to ease public sector procurement of cloud technology. 8x8 is on G-Cloud, the UK government's online digital marketplace for the public sector.

UK Government Cyber Essentials Plus accreditation

8x8 holds the UK Cyber Essentials Plus accreditation and appears on the UK Network Services framework agreement for unified communications. The certification demonstrates the robustness of 8x8's IT infrastructure and validates its ongoing commitment to data integrity and security.

Australian Prudential Regulation Authority (APRA) compliance

8x8 has a comprehensive approach to risk assurance for cloud communications services. We are confident that Australian financial services organisations can move to 8x8 cloud communications that are consistent with APRA guidance and provide customers with a more advanced security risk management profile than on- premises or other hosted communication solutions.

Data Residency

8x8 data centres are distributed across five continents, with a presence in the US, Canada, UK, Germany, Australia, and Hong Kong for region-specific jurisdiction.

The integrated contact centre

The proliferation of separate communication channels makes collecting, aggregating, and analysing customer interactions increasingly tricky. Data sharing, internal collaboration, and agent productivity also suffer. The eXperience Communications Platform™ optimises omnichannel customer experience with data-driven insights to deliver greater employee engagement in a work anywhere workforce. With one integrated platform for
customer engagement and employee communications, businesses can now quickly react to customer inquiries and maintain the context and content of each engagement
as it progresses through the customer journey across the organisation. And it's all from one unified desktop, with one- click access.

Expert Connect

Features like Expert Connect ensure that agents can drive first contact resolution via embedded access to another agent or supervisor, or reach out to experts in the organisation anywhere in the world, even if they are using collaboration tools like Microsoft Teams.
Agents interact with each other, view the same customer, and use directory, search, and presence features to find the person with the right expertise. Then, they determine availability, collaborate in real time, and resolve customer queries quickly and efficiently.

Analytics dashboards, reports, and insights

The intuitive, web-based user interface enables agents across the globe to work either in the office or from home. Share insights across your organisation with robust analytics dashboards, widgets, and reports that enable data-driven insights that empower supervisors to manage teams, as well as improve agent productivity and the customer experience.

With the powerful capabilities of 8x8 Speech and text analytics, companies can analyse the full spectrum of their customer interactions. By combining those insights with 8x8 Quality Management, supervisors can now easily find, review, and evaluate the most pertinent
voice and text interactions. By combining the power of greater insights with a quality solution that enables personalised, targeted coaching, organisations can deliver better employee and customer experience.

Co-exist with popular business applications

CRM integrations and Open APIs multiply the power of your contact centre with ready-made services that are pre-integrated, quick to deploy, and ready to use. With screen pop, 8x8 amplifies your user experience of NetSuite, Salesforce, Zendesk, or Microsoft Dynamics.
8x8 integrations enhance sales and service teams' productivity and effectiveness, and are effortless to install and maintain, without additional costs, training, and maintenance resources. 8x8 Contact Centre offers omnichannel contact centre functionality that is certified and fully integrated with Microsoft Teams.

Beyond the cloud business phone

Employees need to have the right communications technology to do their best work, starting with voice and telephony. Employees with modern communications tools are also seeing the tangible results of having the right technology. Forrester's recent Future of Work Survey found that only 52% of US employees think that their company has the technology resources to allow people to work remotely successfully.

Streamlining your employee communications can help you transform your organisation and empower your employees to work smarter, faster, and more efficiently. 8x8 Work is a cloud-based app that brings together business telephony, video meetings, and team messaging on your desktop PC, smartphone, or web browser. Employees can communicate and collaborate with co-workers, customers, and suppliers securely and with complete confidence, building meaningful business relationships and inspiring customer trust.

In a distributed organisation, inconsistent and disconnected phone systems are difficult to update. They cannot quickly adapt to change and often lack accurate, timely analytics and reporting. Consolidating to one cloud for communications can reduce costs while offering higher quality service to end-users. Doing so allows you to save money on upfront capital investment and initial hardware purchases. You can also eliminate annual maintenance and support contracts and reduce the high costs of maintaining different telephony carriers for specific offices.

8x8 Work includes a powerful, modern, and easy-to-use cloud business phone system with best-in-class, enterprise- grade PBX features, such as auto-attendant, unlimited global calling, voicemail, flexible call flow rules, and number coverage in over 120 countries.

A feature-rich cloud business phone for any organisation

## The most integrated video and audio conferencing

In today's business environment, employees demand faster, easier, and more engaging communications solutions to enhance their productivity and collaboration among partners and team members. That's why video conferencing solutions have evolved into the beating heart of online collaboration.

8x8 Work enables you to consolidate multiple apps for video conferencing, team messaging, and telephony into one. Instead of asking your employees to download three or more apps, they now only need one—no more swivel chairs for them! With this level of integration, it takes just one click to move from call to chat to video conferencing while maintaining content and context along the way. This also means that IT has only one application to administer and configure. Now, IT has the time to focus on higher-impact tasks.

In addition, 8x8 Work allows employees to host and manage large audio and video conferences with hundreds of participants from a web browser, desktop, or mobile device. It extends the value of 8x8's services and helps you avoid the need to purchase third-party conferencing solutions.

The intuitive interface enables users to find the features they need quickly. For example, scheduling meetings is easy with Microsoft and Google calendar integrations. Each employee receives a personal meeting URL that they can share with guests to meet at any time. For larger meetings, you can live streaming directly on YouTube for an unlimited number of viewers.

With 8x8 Work, participants can join video meetings with one click using an Internet browser without needing to download plugins or special software. Guests can also dial into meetings from any phone, with local or toll-free numbers available in over 60 countries and territories.
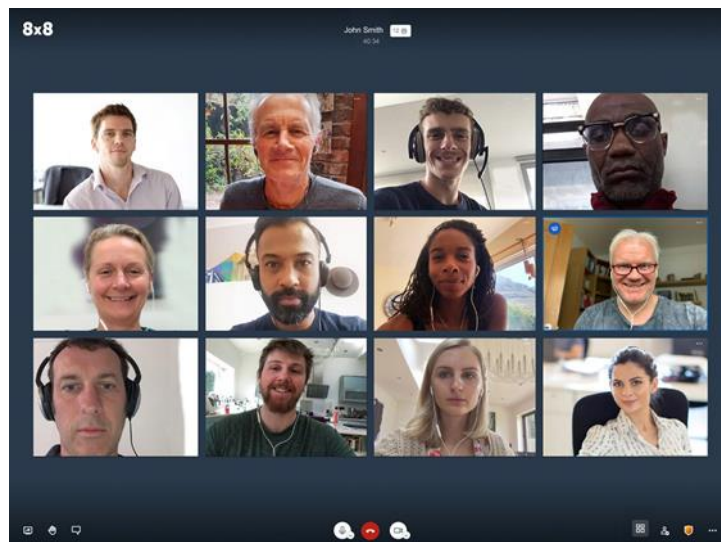
HD video & audio conferencing

Messaging with colleagues, partners, and customers

Team messaging is the staple of in-office communication. These apps extend instant messaging, text messaging, private rooms, file sharing, and integrations with third-party apps into one hub for collaboration. The result is a single place to chat with colleagues, managers, and even business partners in real time.

Team messaging is part of the 8x8 Work app and is available anytime, from any device. You can move from a group chat to a video conference with one click, making work easier and faster. Unlike other team messaging applications, 8x8 provides instant access for all employees, enabling collaboration across departments, business units, and project teams (not just within small groups or pockets of the organisation).

8x8 Work supports public and private rooms and enables employees to collaborate on different topics. For example, legal teams can collaborate on projects in an invite-only private room, while marketing would prefer a public room to share company-wide updates and encourage transparency. You can @mention people, share files, send emojis, view read receipts, see someone's presence, follow or unfollow specific rooms, and control your notifications.

91% of enterprises using team collaboration software use two or more apps. That's why 8x8 provides real- time interoperability with over twenty third-party chat applications, enabling all messaging apps to work as one within and across companies. This means that you can have cross-platform team messaging with Slack and Webex, among other popular messaging apps. 8x8 Work bridges these islands of communication and connects everyone while allowing them to continue using the application of their choice. The "bring your own messaging" mantra is unique to 8x8 and our customers experience great success as a result.

Connect teams in an instant.

The eXperience Communications Platform™

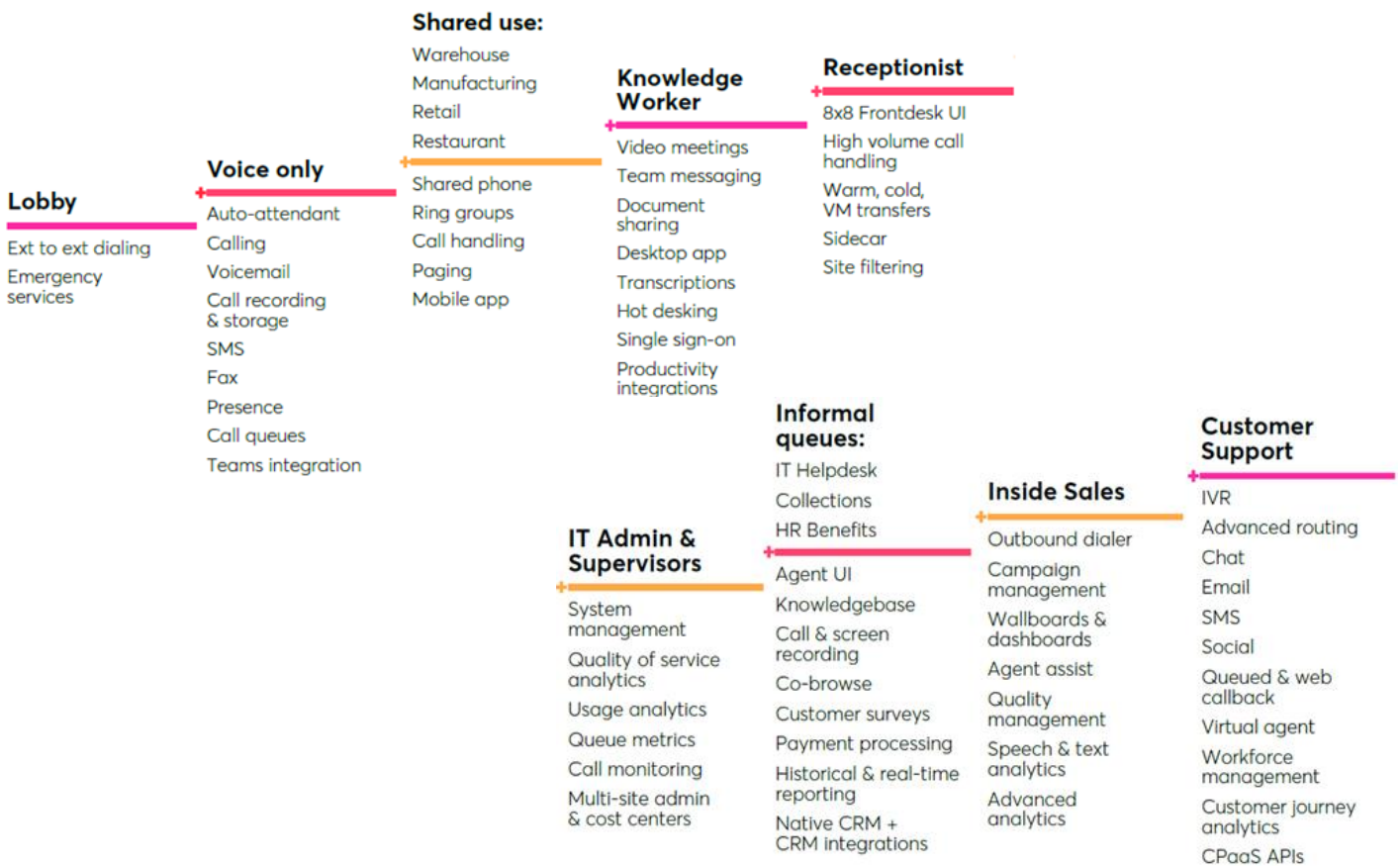### Supports every communication need company-wide

As the responsibility for customer experience spreads throughout the organisation, it is not surprising to find that one size does not fit all when it comes to communication tools.

Typically, back-office knowledge workers can have general Unified Communications as a Service (UCaaS) capabilities. They need to make and take calls and chat messages, as well as host video meetings to collaborate primarily with internal audiences, suppliers.

But there is an exception in the back office—internal IT help desks. These teams benefit from contact centre capabilities, such as advanced call handling and routing, insight into activity levels for managing or scheduling purposes, or even the ability to provide real-time training and coaching.

Leaders are looking for a way to provide the right communications capabilities for everyone in the company. For example, support teams may need features that are highly managed and analysed, while delivery teams require mobile and ad-hoc communications. Inside sales teams would probably need capabilities that fall in between the two.

The eXperience Communications Platform™ Service plans include rich features for every role in the organisation, spanning contact centre, calling, video meetings, team messaging, or business app integrations. Organisations can mix and match plans to give employees and customers modern, anywhere, anytime communications experiences.

Shared use:
Warehouse
Manufacturing
Retail
Restaurant

Knowledge Worker
Video meetings
Team messaging
Document sharing
Desktop app
Transcriptions
Hot desking
Single sign-on
Productivity integrations

Receptionist
8x8 Frontdesk UI
High volume call handling
Warm, cold, VM transfers
Sidecar
Site filtering

Voice only
Auto-attendant
Calling
Voicemail
Call recording & storage
SMS
Fax
Presence
Call queues
Teams integration

Shared phone
Ring groups
Call handling
Paging
Mobile app

Lobby
Ext to ext dialing
Emergency services

Informal queues:
IT Helpdesk
Collections
HR Benefits

Customer Support
IVR
Advanced routing
Chat
Email
SMS
Social
Queued & web callback
Virtual agent
Workforce management
Customer journey analytics
CPaaS APIs

IT Admin & Supervisors
System management
Quality of service analytics
Usage analytics
Queue metrics
Call monitoring
Multi-site admin & cost centers

Agent UI
Knowledgebase
Call & screen recording
Co-browse
Customer surveys
Payment processing
Historical & real-time reporting
Native CRM + CRM integrations

Inside Sales
Outbound dialer
Campaign management
Wallboards & dashboards
Agent assist
Quality management
Speech & text analytics
Advanced analytics

Communications Needs	Features
Front Lobbies / Common Areas / Break Rooms Provides "dial tone" with primary outbound calling to numbers / extensions in the same organisation and emergency services.	**Includes:** • Extension-to-extension dialing • Emergency services
Voice Only Provides basic phone service with call handling and presence.	**Includes Lobby features plus:** • Auto-attendant • Calling • Voicemail • Call recording and storage • SMS • Fax • User presence including Microsoft Teams • Call queues • Teams integration
Shared Use • Warehouse • Manufacturing • Retail • Restaurant Connects every location with your customers and employees, so you never miss a call. This is typically used in shared environments and includes call handling.	**Includes Voice Only features plus:** • Shared phone • Ring groups • Call handling • Paging • Mobile app
Knowledge Worker Connects every employee anywhere, on any device, any communication mode with one easy-to-use app.	**Includes Shared Use features plus:** • Video meetings • Team messaging • Document sharing • Desktop app • Transcriptions • Hot desking • Single sign-on • Productivity integrations
8x8 Frontdesk Provides a tailored experience that optimises high volume call handling for receptionists and operators.	**Includes Knowledge Worker features plus:** • Frontdesk UI • High volume call handling • Warm, cold, VM transfers • Site filtering
IT Admin and Supervisors Offers more advanced analytics and wallboards that provide valuable insights that make it easier for supervisors to manage and make every customer interaction count.	**Includes 8x8 Frontdesk features plus:** • System management • Quality-of-service analytics • Usage analytics • Queue metrics • Call monitoring • Multi-site admin & cost centres
Inside Sales	**Includes Informal Queues features plus:**

Adds personalisation to every sales call, so you can assess the impact of all sales activities and campaigns.	• Outbound dialer • Campaign management • Wallboards & dashboards • Agent assist • Quality management • Speech & text analytics • Advanced analytics
Customer Support Handles all customer interactions seamlessly through a single, easy-to-navigate interface.	• Includes Inside Sales features plus: • IVR • Advanced routing • Chat • Email • SMS • Social • Queued & web call-back • Virtual agent • Workforce management • Customer journey analytics • CPaaS APIs

West Pier deployment services

One of the most significant challenges in business is updating multiple locations over a large geographic area. Organisations cannot afford to have their offices disrupted for long periods or for deployments that take several quarters to roll out.

Understanding this unique need, West Pier has various deployment packages designed for the unique nature of multi-site businesses. The deployment options also consider the availability and aptitude of existing resources, whether internal or from a designated third party. Occasionally, businesses take a blended approach, with some locations deployed by internal resources, by West Pier, or by third parties based on cost, expertise, and location.

Managed implementation: Using a world-class methodology, West Pier provides a standard implementation to deliver communications solutions in a distributed workforce environment. This option uses a standardised, best- practices-based implementation at a lower per-user price point, making it ideal for cost-saving initiatives.

Tailored implementation: For businesses with more complex requirements, West Pier implementation services offer a tailored approach. Given the importance of customer experience design and coordination across multiple offices, this option is ideal for global companies and companies who want to include a contact centre as part of the deployment.

A la carte services. One (or even two) sizes does not fit all. For unique requirements, West Pier offers a choice of implementation, on-site services, and customisation services on an a la carte basis. These services are managed through a detailed statement of work and agreed upon timeframes, and customers can be assured of a consistent commitment to excellence.

Proven deployment at scale: No matter which deployment method is suitable for your company; West Pier's proven deployment methodology has been honed over many deployments to ensure quick time-to-value and minimal disruption to your operations.
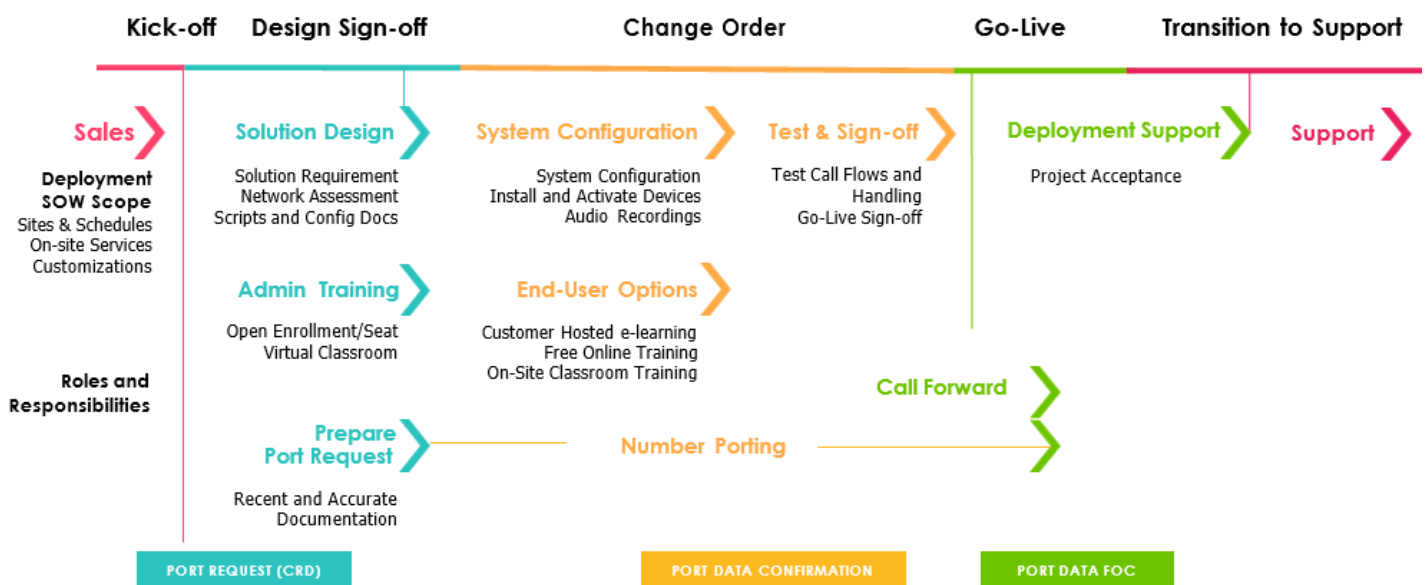

West Pier Deployment Methodology

West Pier commitment to your long-term success

West Pier understands that communications are critical to any business. Without effective communications, customers, prospects, partners, and internal employees cannot connect and collaborate. 8x8 has built a global network of operations and customer service centres in Singapore, Australia, the Philippines, Romania, United Kingdom, and the United States to provide 24/7/365 follow-the-sun support.

Our network operations team constantly monitors the 8x8 network and proactively deploys preventative changes to ensure consistent voice quality and service availability. Our support team leverage global experts to provide follow-the-sun support for high business impact issues. Our Service Level Agreements guarantee voice quality, system uptime, and response time for support requests.
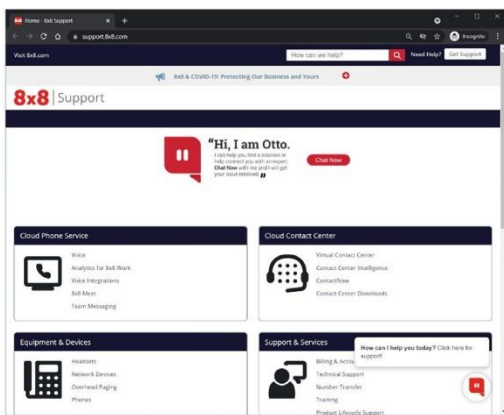
The West Pier support process

Much like deployment, the ongoing support and training needs of businesses vary greatly. West Pier has tailored support packages providing as much or as little guidance as necessary to fit individual company needs.

Knowledge Base

All West Pier customers have access to our Knowledge Base for 24/7/365 access to the latest product capabilities and best practices.

We have deployment capabilities around the world.

21 Global Deployment Offices

Support

8x8 provides global, follow-the-sun support with six support locations around the globe.

- 24/7 global follow-the-sun support
- Co-location with network operations centre
- Access the global support team via our portal, chat, or phone

Discovery to resolution

To ensure quick resolution of requests and issues, we use a support model covering discovery to resolution.

Severity levels	Issue management	Technical escalation	Management escalation	Quality management

West Pier Discover resolution process

• Critical (S0) • Urgent (S1) • High (S2) • Normal (S3) • Low (S4)	• Triage /first response • Communication • Resolution	• Network operations • Product management Engineering	• Customer success manager • Escalation matrix for senior management	• Closed loop CSAT • Quality review • Annual relationship survey

Dedicated to your success

Larger businesses have more complex support needs. For those customers, West Pier assigns a dedicated Customer
Success Manager (CSM) to support their ongoing success. *

- Your advocate within West Pier
- Escalation management: works with West Pier stakeholders to drive issue resolution
- Quarterly reviews: ticket resolution stats, billing, services, and more
- Feature requests
- New product introductions

Training

To ensure internal support teams can support your organisation, we recommend at least one member of your support staff go through the following courses to ensure they can provide the necessary assistance:

- Administrator & Configuration: Learn terminology, features, functionality, and methodology to administer 8x8 (virtual training)
- Advanced Topics & Troubleshooting: Gain necessary knowledge and skills to support and troubleshoot 8x8 (virtual training)
- Support Process: Discover how to perform Tier 1 support of an 8x8 solution (virtual training)

* Customer Success Managers are assigned to accounts that meet specific criteria.

A single cloud platform for voice, video, chat and contact centre

Empower your teams to connect, collaborate and delight your customers. Mix and match service plans to user requirements and create a communications solution that is tailored for your business.

	Basic - Common areas and break rooms		**X4** - Managers and supervisors with extended global calling (47 countries)
	X1 - Shared extensions and entry-level users with domestic calling		**X6** - Voice-centric Contact Centre users with Advanced Reporting
	X2 - Standard users with international calling (14 countries)		**X7** - Omni-channel Contact Centre users with Advanced Reporting
	X3 - Power users with global calling (32 countries)		**X8** - Omni-channel Contact Centre users with Advanced Analytics and Predictive Dialler

The power of one AI-driven platform

Start by addressing the immediate communications need. Turn on other parts of the platform when you are ready. Bringing all your communications capabilities onto one platform means that you can stop paying for, administering, and maintaining other communication applications. It also means that the data from your various communication channels is available in one place. With complete, comprehensive, relevant data becoming easily accessible, you can take advantage of the advanced analytics and machine learning/AI capabilities to deliver operational efficiency and lower costs through automation.

weStpier
Connect and Communicate

8x8

Which X Series plans are right for your business?

A single cloud platform for voice, video, chat and contact centre

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One size does not fit all; meet the X Series line-up of service plans:

List Price for Tier 1 License	£4	£10	£20	£25	£37	£80	£90	£110
Features	Lobby	X1	X2	X3	X4	X6	X7	X8
Number of Countries in UnlimitedTelephony Calling Zone		UK	14	32	47	47	47	47
Number of Minutes for Local Internationalin CC Calling Zone (countries)						4,000 (47)	4,000 (47)	4,000 (47)
Advanced Auto Attendant	●	●	●	●	●	●	●	●
HD Secure Voice	●	●	●	●	●	●	●	●
Mobile and Desktop Apps		●	●	●	●	●	●	●
Presence Detection		●	●	●	●	●	●	●
Voicemail Transcription		●	●	●	●	●	●	●
Cross-Platform Team Messaging		●	●	●	●	●	●	●
HD Audio and Video Meetings withScreen Sharing		●	●	●	●	●	●	●
Out of the Box Integrations with Key CRM, Productivity, Service and SupportApplications			●	●	●	●	●	●
Call Recordings		●	●	●	●	●	●	●
Unlimited Internet Faxing			●	●	●	●	●	●
Switchboard Pro				●	●	●	●	●
Call Activity Analytics		●	●	●	●	●	●	●
Supervisor Analytics					●	●	●	●
Skills-Based Routing						●	●	●
Interactive Voice Response (IVR)						●	●	●
Queued and Web Callback						●	●	●
Post Call Survey						●	●	●
Contact Centre Reporting and Analytics						●	●	●
Co-browsing							●	●
Outbound Predictive AI Dialer (minutes)								5,000
Quality Management and Speech Analytics								●
Enterprise-Grade Security	●	●	●	●	●	●	●	●

Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.)	●	●	●	●	●	●	●	●

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If you would like further information on our products, call West Pier Telecom today and we would be happy to help.