



8x8 Launches Network Performance Optimization Offering With New Managed Technical Services

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Offering enhances customers' existing network to deliver optimum performance for mission-critical applications, including new premium customer support

SAN JOSE, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NYSE: EGHT), a leading cloud provider of voice, video, chat and contact center solutions for over one million users worldwide, today launched [8x8 Managed Technical Services](#), a fully managed service for network optimization that combines SD-WAN and new 8x8 premium customer support to improve the performance of customers' existing networks.

Business users today use eight SaaS applications on average, according to a report from [BetterCloud](#). All of these applications are competing for the same network bandwidth, which if not managed well, will impact the quality of service for business-critical applications. 8x8 Managed Technical Services addresses network issues by providing instant visibility into network traffic and automatically optimizing traffic flows to deliver optimum application performance. Real-time cloud-based services require the highest level of network performance and 8x8 Managed Technical Services ensure customers achieve exceptional performance from day one.

"All networks are not created equal and network inefficiencies can cause real-time traffic like voice and video to be choppy and unintelligible. With 8x8 Managed Technical Services, businesses get an optimized network - as well as insights into issues on their network - to transport their cloud-delivered 8x8 voice, video, chat and contact center services," said Dejan Deklich, Chief Product Officer at 8x8. "In today's accelerated, 24/7 pace of business, no company can afford to be hampered by their network, especially when it comes to applications critical to their daily operations. 8x8 Managed Technical Services provides IT with an easy, reliable solution and one less headache."

To deliver the highest level of network performance for real-time cloud-based services, 8x8 Managed Technical Services combines an SD-WAN, which centralizes the monitoring and management of the network performance, along with Premium Support, which offers full management of the service while providing customers complete visibility into usage and performance. Specifically, Premium Support includes front of line access to a more advanced tech support team, faster SLAs on support issues and a support portal.

8x8 Managed Technical Services is now available for customers in the U.S. For more information, visit [here](#).

About 8x8, Inc.

8x8, Inc. (NYSE: EGHT) cloud solutions help businesses transform their customer and employee experience. With one system of engagement for voice, video, chat and contact center and one system of intelligence on one technology platform, businesses can now communicate faster and smarter to exceed the speed of customer expectations. For additional information, visit www.8x8.com, or follow 8x8 on [LinkedIn](#), [Twitter](#), and [Facebook](#).

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