



## 8x8 XCaaS™ Integrated Cloud Communications And Contact Center Solution Enhances Capabilities And Sees Global Customer Growth

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CAMPBELL, Calif.--(BUSINESS WIRE)-- [8x8, Inc.](#) (NYSE: EGHT), a leading integrated cloud communications platform provider, today announced continued global growth and customer adoption of the [8x8 XCaaS™](#) (eXperience Communications as a Service™) solution. 8x8 XCaaS, which includes integrated cloud [contact center](#), [voice](#), [team chat](#), [video meetings](#), and [CPaaS embeddable APIs](#) capabilities in a single-vendor solution, accounts for more than 35 percent of Annualized Recurring Subscriptions and Usage (ARR) as of the third quarter of fiscal 2022 ended December 31, 2021, an increase of more than 35 percent year-over-year.

According to [Metrigy](#), companies find success when they integrate their contact center with unified communications. Those using an [integrated cloud unified communications and contact center solution from a single vendor](#) reported nearly 100 percent revenue improvement, a 14 percent cost decrease, a 57 percent customer experience rating improvement, and a 37 percent agent efficiency improvement.

New 8x8 XCaaS features include:

- The industry's first integrated cloud phone and contact center solution in the Philippines, which increases 8x8's full PSTN replacement services to 48 countries and territories.
- New capabilities include multiple call parking modes, shared notes, and directory filter options for [8x8 Frontdesk](#), a composed experience for high volume call handling.
- Advanced enterprise video meeting capabilities, including breakout rooms, polls, and detailed post-meeting summaries, as well as additional moderation controls for effective meetings.

Adoption of 8x8 XCaaS is gaining momentum across a broad range of industries and geographic regions. Recent 8x8 XCaaS deployments, often coupled with [8x8 Voice for Microsoft Teams](#) and the Microsoft-certified [8x8 Contact Center](#), highlight an emerging trend to consolidate communications that change the way organizations work in a hybrid world:

- Kubota North America, a leading manufacturer of tractors, lawn mowers, agricultural equipment, construction equipment and industrial engines, implemented their "One Kubota" initiative to bring multiple business units onto a single communication platform. Following a successful pilot led by 8x8's Center of Excellence, Kubota selected 8x8 XCaaS for 1,000 UCaaS and 200 CCaaS seats for streamlined business communications across the organization.
- Headquartered in Brisbane, Australia, ALS Limited provides testing, inspection, certification, and verification services for over 370 sites across 65 countries. They continue to increase their global 8x8 XCaaS investment, most recently adding another 800 users with Microsoft Teams integration to support employees in Australia, Canada, New Zealand and the US.
- Inpro is a global manufacturer of high-performance, design-forward architectural products for commercial buildings. They selected 8x8 XCaaS and 8x8 Voice for Microsoft Teams to support more than 600 employees around the world. They chose XCaaS for composed experiences, such as 8x8 Frontdesk, which will empower receptionists with advanced call handling capabilities, and for tight integration with Salesforce.
- Hays County in the Austin, Texas metropolitan area is one of the fastest growing counties in the US. The local government sought a single cloud communications platform with high availability, and selected 8x8 XCaaS with 8x8 Voice for Microsoft Teams to support a population of more than 240,000.

"Enterprises around the world recognize that a single, integrated unified communications and contact center solution is a critical component to meet the evolving requirements of a rapidly modernizing workforce," said Hunter Middleton, Chief Product Officer at 8x8, Inc. "By continuing to innovate across 8x8 XCaaS, we are helping organizations optimize employee and customer experience, regardless of location or device."

8x8 XCaaS is built on the resilient, secure, and compliant [8x8 eXperience Communications Platform™](#), which offers the highest levels of reliability and the industry's only financially backed, platform-wide 99.999 percent SLA across an integrated cloud UCaaS and CCaaS solution.

Visit [8x8.com](#) to learn more about [8x8 XCaaS](#).

### Caution Concerning Forward-Looking Statements

This press release contains forward-looking statements. Readers are cautioned that such forward-looking statements involve risks and uncertainties that could cause actual events or our actual results to differ materially from those expressed in any such forward-looking statements. Readers are directed to 8x8's periodic and other reports filed with the Securities and Exchange Commission (SEC) for a description of such risks and uncertainties. 8x8 undertakes no obligation to update any forward-looking statements.

### About 8x8 Inc.

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software as a Service provider of 8x8 XCaaS™ (eXperience Communications as a Service™), an integrated contact center, voice communications, video, chat, and API solution built on one global cloud communications platform. 8x8 uniquely eliminates the silos between Unified Communications as a Service (UCaaS) and Contact Center as a Service (CCaaS) to power the communications requirements of all employees globally as they work together to deliver differentiated customer experiences. For additional information, visit [www.8x8.com](#), or follow 8x8 on [LinkedIn](#), [Twitter](#) and [Facebook](#).

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**8x8, Inc. Contacts:**

Media:

John Sun, 1-408-692-7054

[john.sun@8x8.com](mailto:john.sun@8x8.com)

Investor Relations:

Kate Patterson, 1-408-763-8175

[katherine.patterson@8x8.com](mailto:katherine.patterson@8x8.com)

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