Unified Communications with RingCentral for higher education
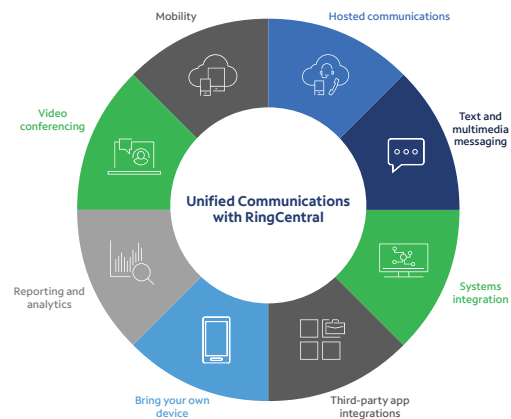
One communication and collaboration platform to do your best college or university work

Voice, video and network traffic grow every day as teams need to connect any time, anywhere from any device. With fully managed, cloud-based unified communications, your institution can seamlessly bring together calling, messaging, video conferencing and more in a single, comprehensive application.

Spectrum Business® Unified Communications (UC) with RingCentral makes it easy to reach your students, faculty and staff across multiple devices, wherever they are located. This level of seamless connectivity means you can switch between your computer, mobile phone, tablet and more to work from anywhere.

As part of the Spectrum Business Managed Workplace Package, this all-in-one platform securely and reliably brings together connectivity, communications, collaboration, equipment and management for maximum engagement and an exceptional user experience. Combined with our private fiber connectivity, it is a simple, smart and secure choice for better UC and collaboration.

UC with RingCentral is a cloud-based service that integrates with our Managed Network Edge (delivered by the Cisco Meraki platform) or Enterprise Network Edge (powered by Fortinet) solutions to provide you exceptional reliability and comprehensive visibility into your operations. In addition, your entire institution benefits from a better collaboration experience and productivity-boosting features customized to fit your needs.

Mobility · Hosted communications · Text and multimedia messaging · Video conferencing · **Unified Communications with RingCentral** · Systems integration · Reporting and analytics · Bring your own device · Third-party app integrations

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Product highlights

- **An intuitive, cloud-based phone system:** Implement a customizable and easy-to-use, cloud-based phone system and start taking video and phone calls on any device.

- **Seamless experiences across the desktop, tablet and smartphone:** Mobile device integration includes seamless call shifting between the desktop or desk phone to a mobile device while users are mid-call.

- **Meet anywhere, any time:** Connect remote teams over high-definition video conferencing and audio across multiple devices — including third-party, personal devices.

- **Simplified chat and messaging:** With the ability to be reached on any device, faculty can communicate with students without sharing their personal number via text/short message service (SMS), multimedia messaging service (MMS) and internet-fax capabilities. In addition, you can gain further efficiencies through collaboration tools and add contacts to your team's messaging groups, share calendars, assign tasks and share or organize files and message threads.

- **300+ powerful app integrations:** Drive productivity with apps like Microsoft 365[†] and Google Workspace™ productivity and collaboration tools,[††] or build your own with open application programming interfaces (APIs).

- **Scalability that meets your ever-changing business needs:** Easily add new phone numbers, endpoint devices, offices and remote teams in no time.

- **Interact with ease:** Hold video meetings with screen sharing, web sharing and file annotation. Give participants external to your institution a full-featured experience with no download required.

- **Full visibility into your network:** View your voice network topology, user management, trouble tickets, usage analytics and performance through a single, intuitive, cloud-based Managed Network Edge or Enterprise Network Edge portal[1] for faster, better decision making regardless of the number of locations, environments or size of footprint.

[†]Microsoft 365 is a trademark of Microsoft Corporation.
[††]Google and Google Workspaces are trademarks of Google LLC.

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Benefits

- **Better collaboration:** Enables you to communicate more effectively, with all calls, messages and video meetings in a single, intuitive app without the capital expense and maintenance requirements of a private branch exchange (PBX).[2]

- **Improved customer experience:** Provides a reliable, clear and consistent voice service, plus integration with customer relationship management (CRM) applications for a more accessible student and faculty experience.

- **Cost effectiveness:** Reduces your total cost of ownership (TCO) and capital expenditures with transparent, predictable monthly pricing and consolidated network components.

- **Simpler management:** Gives you the choice of implementation that best fits your institution — from co-managed to fully managed solutions.

- **Dependable communications:** Provides the reliability of a dedicated connection with a private, secure fiber network.

- **Full support:** Comes with an industry-leading service-level agreement (SLA) and a four-hour mean time to restore[3] for both the UC solution and the fiber connectivity that delivers it — including 100%, 24/7/365 U.S.-based support.

- **Peace of mind:** Strengthens your security posture with SOC 2 compatibility, as well as end-to-end data encryption, automated updates, an advanced firewall and malware and intrusion protection.

Spectrum Business provides you with a single point of contact for installation, billing, support and equipment maintenance, as well as move, add, change and delete (MACD) activities. We stand apart from other providers by combining our national fiber infrastructure with a full slate of networking capabilities, including wide area networks (WANs), managed services and solutions tailored to meet the unique needs of each client. In addition, we offer a selection of UC-compatible IP phones and endpoint devices from Poly and Cisco that deliver advanced, cost-effective and secure voice communications.

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Unified Communications with RingCentral features[4]

ADVANCED LICENSE FEATURES 36 calling features, messaging plus…	ULTRA LICENSE FEATURES All advanced features plus…
Video conferencing (up to 100 participants)	Video conferencing (up to 200 participants)
SMS, MMS (up to 100 users per month)	SMS, MMS (up to 200 users per month)
Internet fax	Unlimited file sharing
Call and meeting recording (automatic and on-demand)	Unlimited storage for messaging, files and recordings
Limited storage for messaging, files and recordings	Device analytics and alerts
Advanced call queues, monitoring and handling	RingCentral Rooms analytics and alerts
Integrates with Microsoft 365, Google Workspace productivity and collaboration tools, 300+ apps, communications development platform as a service (CPaaS) and development APIs	
Federated identity for single sign-on (SSO) access	
Hot desk/hoteling	
Multi-site management with role controls	
IT administrator analytics	

Talk to us today about unifying your communication and collaboration services with a true partner with the infrastructure and network capabilities for today's universities and colleges.

Learn more
enterprise.spectrum.com/RingCentral

1. Cloud-based portal, advanced firewall, malware and intrusion protection are available with purchase of Managed Network Edge or Enterprise Network Edge solution.
2. PBX: A private branch exchange is a premises-based telephone system within an organization that offers multiple inbound and outbound lines, call routing, voicemail and call management features. This privately owned hardware appliance switches and routes calls between in-office users and the public telephone network.
3. 4-hour mean time to restore service SLA.
4. Unified Communications with RingCentral product features are subject to change without notice.

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