



Platform Reliability and Uptime

The industry's first platform-wide 99.999% uptime SLA across UCaaS and CCaaS



Reliable business communications are vital for every organization's overall success and growth.

Today more organizations than ever prefer a single integrated platform for contact center, voice, video, chat, and APIs.

But selecting a reliable integrated UCaaS, CCaaS, CPaaS platform provider can be a challenge. How can IT leaders filter out the noise and find a platform with the technology, technique, and guarantees to support their claims?

In the real world, service level agreements (SLAs) are more than the sum of their parts, and organizations need to consider the reliability and resilience of cloud services to realize the full benefits.

The 8x8 Platform for CX ensures secure, global service delivery with four levels of redundancy and complete transparency across all employee and customer communications..

And it's backed by the industry's first platform-wide 99.999% uptime SLA across UCaaS and CCaaS

W8x8 is able to offer this uptime guarantee, using fully mirrored top-tier, state-of-the-art data centers across 35 geographically diverse locations, running on global public and private cloud regions, providing seamless connectivity and high availability.

8x8's unique architecture reaffirms our long-term customer commitment to stability and performance.

Key highlights

Reliability

- Platform-wide 99.999% SLA across UCaaS and CCaaS
- 35+ public and private data cloud regions worldwide
- Redundancy at four layers: infrastructure, platform, data, and geographic
- Public Service Status live dashboard and historical uptime performance
- 24/7 NOC with proactive monitoring

Quality

- Patented Global Reach™ routing
- Highest voice quality across the globe; Average 4+ MOS
- Bandwidth estimation and video adaptivity algorithms for the highest video quality
- Advanced quality metrics/analytics across the platform

Security

- Adheres to the highest security standards
- Meets all requirements for HIPAA, FISMA/FIPS, ISO 27001, CPNI, SOX
- Certified PCI, GDPR solution provider for optimum compliance
- End-to-end video encryption

The Power of the 8x8 Platform for CX

8x8 provides cloud-based voice, video, chat, contact center, and enterprise-class communications APIs from a single global, secure, reliable cloud communications platform, no matter where users are in the world—with consistent call quality and APIs by providing four levels of redundancy:

Our proprietary 8x8 Platform for CX is designed from the ground up and delivered from top-tier, redundant, geographically diverse, state-of-the-art cloud locations/regions to ensure the highest possible uptime for contact center, voice, video, chat, and APIs by providing four levels of redundancy:

- **Infrastructure:** Fully redundant infrastructure provides the foundation for high availability
- **Platform:** A highly available platform with elastic scale, self-healing, and multi-region active/active redundancy
- **Data:** Fully mirrored data sources provide high availability and complete consistency of data across redundant platforms
- **Geographic:** Infrastructure, platform, and data layers are fully replicated across geographically diverse locations in each region

Each top-tier (Tier 3+) data center is serviced by:

- Multiple Tier 1 ISPs with multiple redundant links and direct private connections
- Multiple top-tier PSTN carriers

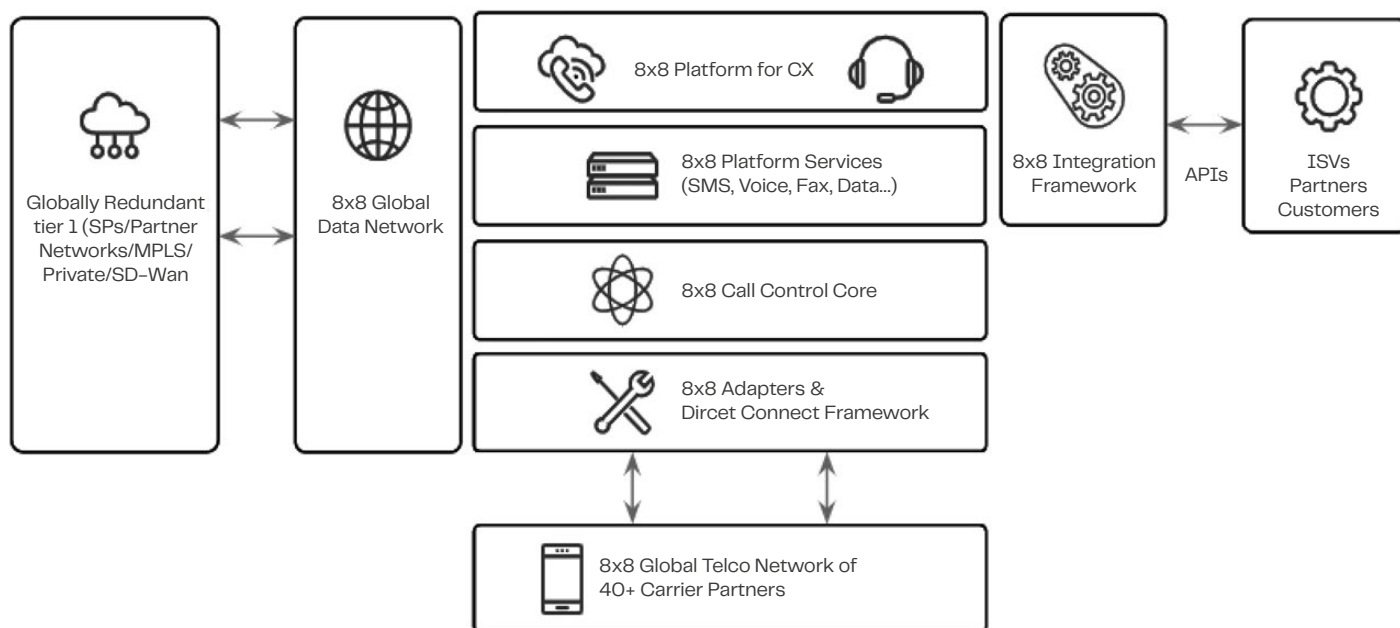
8x8 uses a cluster implementation, from the hardware to the application layer, with core network redundancy for each element, including dual power supplies, UPS, and data replication across data centers.

In the event of a significant disruption, such as a natural disaster, failover between data centers ensures continuity for 8x8 communication services.

Our fault-tolerant architecture means there are no single points of failure. The service is designed to function with the loss of a server, a cluster of servers, or a database. Additionally, our core telephony services are designed to function with the loss of an entire data center. Any failover of core call flows happens automatically and requires no intervention by 8x8 customers.

Should there be a power failure or internet outage at a location, users can simply plug their laptops into their home/remote networks and continue using the 8x8 system as expected. Or they can use the 8x8 Work for Mobile app and operate anytime, from anywhere. The result is that your business can remain open and accessible to customers no matter what type of disruption may occur.

A single, high-availability platform enables 99.999% SLA



8x8 Global Reach™ and ensuring call quality

The 8x8 Platform for CX 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 minimize this data latency. All 8x8 traffic routing decisions take place in real time and factor in the current internet and carrier network conditions to determine the best call routes. High-quality employee and customer communications are then delivered globally through an extensive network of peer-to-peer connections.

8x8 employs a comprehensive array of techniques that helps mitigate the effects of any packet loss, latency, or jitter that may be present in an underlying data connection.

8x8 Global Reach™ technology automatically routes 8x8 traffic through multiple Tier 1 ISPs and top-tier PSTN carriers in each service region to deliver crystal-clear connections, superior call quality, and seamless connectivity, backed by an end-to-end 99.999% SLA, all while supporting enhanced local data residency.

We have relationships with 200+ global carriers and peerings with 20+ top-tier ISPs and networks to provide the best possible voice quality by routing phone calls via the best carrier with the shortest path.

Global conversations sound and feel easy and natural without the false starts and stops that often plague other solutions.

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The 8x8 platform-wide uptime SLA gives us peace of mind by providing us the quality of service and reliability we require to allow our employees and contact center agents to stay productive and enhance customer experience.

– Fred Loya Insurance

8x8 Platform for CX DNA

- Engineering culture reaching beyond 99.999%
- Cloud agnostic
- Scalable, self-healing network resources managed via Kubernetes
- High availability active-active clusters
- Auto-scaling—provisioning scales dynamically
- Real-time, 24x7 observability, alerting, and escalation process to the NOC level Four levels of redundancy
- Unified security model

System monitoring and incident management

8x8 has two Network Operations Centers (NOC) in the USA and EU, monitoring 8x8 services 24x7x365 and providing follow-the-sun coverage. All applications, services, and infrastructure are monitored, utilizing sophisticated, proprietary, in-house developed tools and plug-ins. All aspects of the service delivery, including the health and performance of the systems, network, application, and underlying carriers, are closely monitored.

Additionally, 8x8 utilizes industry-leading monitoring solutions that feed alerts to core systems, sending notifications to 8x8's NOC, Operations, and Engineering teams to address system anomalies before they become customer-impacting events.

This enables us to pinpoint geographic areas or specific customers where service appears to be degrading, enabling 8x8 to proactively look at solutions before the problem becomes noticeable to the customer.

Failover to alternate servers or data centers can be triggered automatically or by the 8x8 NOC to ensure maximum availability for our customers.

8x8 has an Incident Management program that reviews incidents, drives root cause analysis (RCA), and tracks the implementation of any necessary actions to prevent future recurrence.

Mitigating downtime risks

The 8x8 Platform for CX is optimized 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 tools geared towards continuous delivery, elastic scale, and high availability.

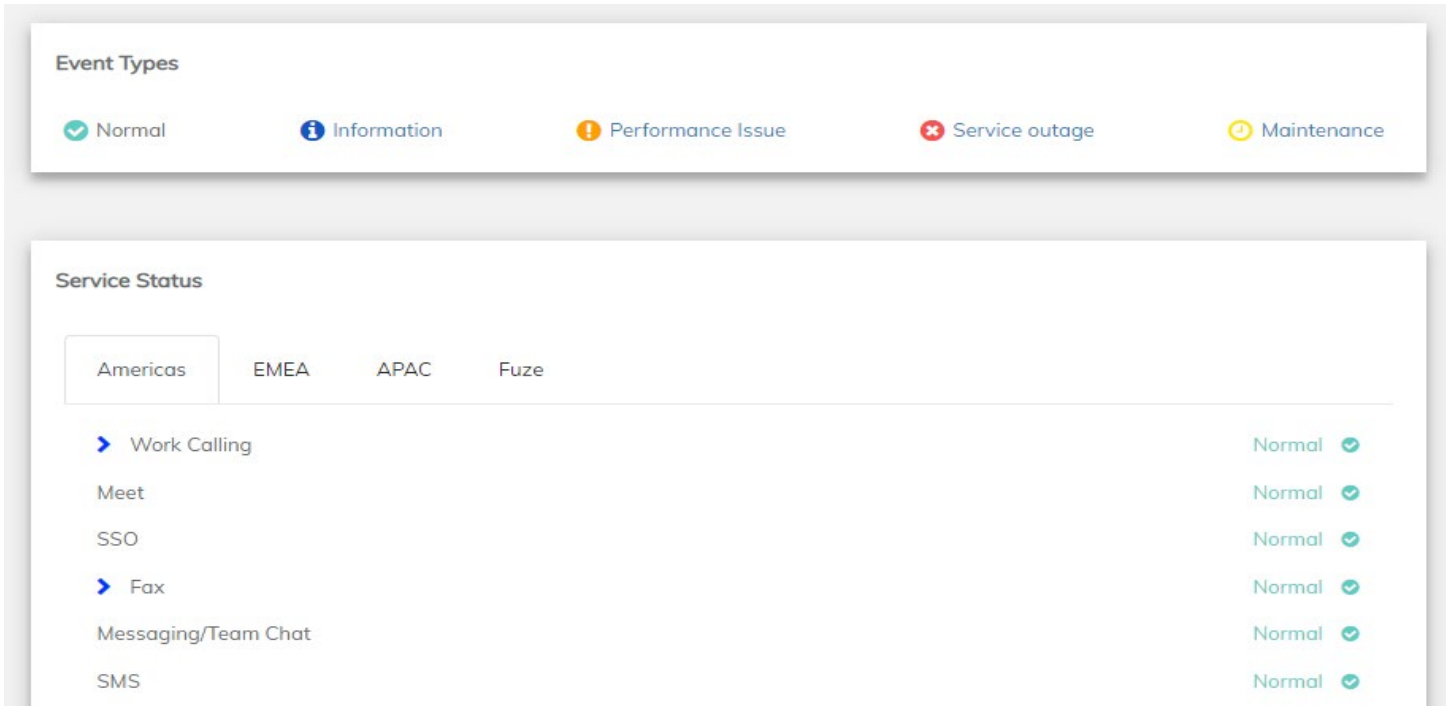
8x8 maintains, monitors, and troubleshoots applications in production environments to ensure system reliability and aim for zero downtime while reinforcing security and governance.

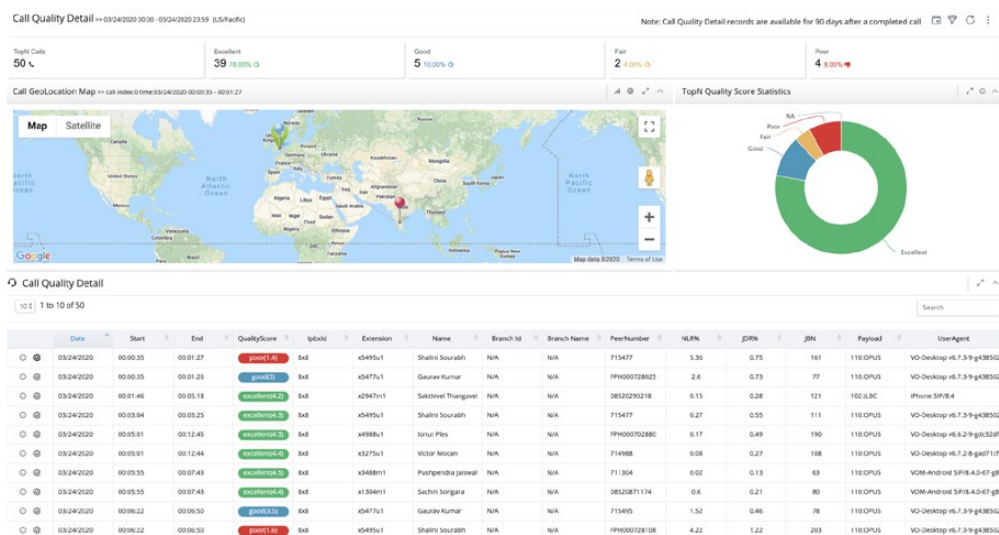
Service transparency

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

Customers can also set up push notifications via email and SMS for any system event notifications via a password-protected portal.

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





Call quality analytics

8x8 offers comprehensive performance and usage dashboards and quality of service reports that leverage industry standard MOS grading on every call to help admins identify potential network connectivity issues before disruptions.

8x8 Analytics offers:

- Quality and usage reporting and dashboards
- Real-time user, queue, and company-level performance
- Call detail drill downs for caller ID, duration, and origin
- APIs for external BI system integration

Security

With the industry's widest geographic coverage and over 300 patents covering diverse aspects of our services, infrastructure, UX design, and functionality, 8x8 has been a leader in cloud communications for many years.

8x8 maintains various industry-leading security and third-party compliance certifications, and our security program is designed to protect the confidentiality, integrity, and availability of our customers' data.

We have created a top-down culture of security and compliance, including a commitment to secure architecture and development.

As a result, national and multinational organizations in both the private and public sectors choose 8x8 to help them comply with strict standards, protect their reputations, and secure their customer data.

Summary

8x8's state-of-the-art architecture, expertise, processes, and patented Global Reach™ routing technology deliver the top-level service reliability and assurance guarantees that organizations and our customers require for operational success.

8x8's financially-backed 99.999% uptime SLA across UCaaS and CCaaS is a major distinction in the industry. It is only made possible because the 8x8 Platform for CX is built on a proprietary, single-vendor, integrated technology platform, enabling organizations worldwide to focus on driving their business forward by exceeding their employee communications and customer engagement objectives.

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We're no longer dropping or missing calls, and we have much better internal visibility, regardless of where people are working—in the office, at home, at a client's site, or elsewhere.

– Eloquent Technologies Group

8x8

8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on the industry's most integrated platform for Customer Experience—combining Contact Center, Unified Communication, and CPaaS APIs. The 8x8® Platform for CX integrates AI at every level to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. We help customer experience and IT leaders become the heartbeat of their organizations, empowering them to unlock the potential of every interaction. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, X, and Facebook.

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