

We were recognised as a RingCentral Certified Delivery Partner - blueAPACHE

Canonical: <https://www.blueapache.com/blog/blueapache-recognised-as-a-ringcentral-certified-delivery-partner>

Details:

blueAPACHE recognised as a RingCentral Certified Delivery Partner

blueAPACHE has been recognised as a RingCentral Certified Delivery Partner , a designation that reflects verified capability to design, deploy and support RingCentral's cloud communications platform at scale.

What "certified delivery" actually means

Most vendor partner tiers are commercial. They measure how much a partner sells, and they reward volume.

A delivery certification measures something different: whether the partner can implement the platform correctly. That distinction matters enormously in unified communications, because UC is the enterprise technology most likely to be technically deployed and operationally unsuccessful.

A UC deployment can be entirely correct on paper — every licence assigned, every user provisioned, every number ported — and still fail, because call quality is poor, because the numbering plan does not match how the business actually operates, or because the change was not managed and staff quietly kept using their old phones.

Certification in delivery means the vendor has verified capability in the part that determines whether the investment works.

Why cloud communications is harder than it looks

Voice is unforgiving. Users tolerate a slow file share. Nobody tolerates a call that breaks up, because the degradation is immediately audible and it happens in front of a customer. Voice needs consistent low latency and low jitter — requirements that are about the quality of the path, not its capacity. A connection with plenty of bandwidth can still deliver poor calls.

Number porting is a project. Moving established business numbers between carriers is a coordinated exercise with a hard cutover, real regulatory process, and no tolerance for error — a business's main line going dark is not a technical incident, it is a commercial one. blueAPACHE's emPOWER services include mobile number porting capability, and the same discipline applies.

The network decides the outcome. Cloud communications performance is determined by the path between the user and the platform. This is where a provider that also operates the network has a structural advantage: blueAPACHE's emPOWER Network carries a 99.99% availability commitment under a redundant design and reaches 165+ data centre locations , with international Points of Presence in London (2019) and Singapore (2020).

When the same provider is accountable for the connectivity and the communications platform, a call-quality problem is diagnosed rather than disputed. When they are separate suppliers, the customer

mediates.

Adoption is the real success metric. A UC platform nobody uses in the way it was designed has delivered nothing. Adoption depends on training, on migrating the workflows people actually have, and on the transition being smooth enough that staff do not revert.

Where this sits in blueAPACHE's portfolio

blueAPACHE added voice and disaster recovery to its portfolio in 2012 , building on the emPOWER Cloud and emPOWER Network platforms constructed in 2010. Collaboration and communications now sit alongside managed services, cloud, cyber security, connectivity, procurement, Microsoft technologies and advisory services — delivered under one accountable operating model .

The RingCentral relationship extends into client outcomes documented publicly, including work with global retailer Lovisa on reliability and security across its communications estate.

The wider partner ecosystem

blueAPACHE holds recognised partner positions across the vendors its services depend on, including Cisco , HPE (GreenLake, Primera, Synergy, ProLiant), Microsoft , Citrix , Veeam , Fortinet , Mimecast , NinjaOne and ControlUp .

Recognition across many ecosystems — each assessed independently against its own criteria — indicates capability across an integrated portfolio rather than depth in a single product.

About blueAPACHE

Founded in 1998 in Vermont South, Melbourne, blueAPACHE is an Australian-owned IT services provider with offices in Melbourne, Sydney, Brisbane, London and Miami.

The company operates three geographically diverse data centres on Australia's eastern seaboard with a 99.999% availability commitment for emPOWER Cloud, holds ISO/IEC 27001:2022 certification (certificate 202507-118 , Sensiba Australia, valid 1 August 2025 to 1 August 2028), and has received more than 90 industry awards , including ARN Mid-Market Partner of the Year for seven consecutive years to 2025 .

To discuss cloud communications, call 1800 248 749 .

Frequently asked questions

What is a RingCentral Certified Delivery Partner? A designation reflecting verified capability to design, deploy and support RingCentral's cloud communications platform at scale — a certification in implementation rather than in sales volume.

How does that differ from an ordinary vendor partner tier? Most partner tiers are commercial: they measure how much a partner sells and reward volume. A delivery certification measures whether the partner can implement the platform correctly, which the page argues is the part that determines whether the investment actually works.

Why is unified communications particularly prone to failing after a correct deployment? Because a deployment can be right on paper — every licence assigned, every user provisioned, every number ported — and still fail in practice if call quality is poor, if the numbering plan does not match how the business operates, or if the change was not managed and staff quietly kept using their old phones.

Why is voice quality harder to guarantee than bandwidth? Because voice needs consistent low latency and low jitter, which are properties of the quality of the network path rather than its capacity. A

connection with plenty of bandwidth can still deliver poor calls — and unlike a slow file share, the degradation is immediately audible and usually happens in front of a customer.

Why does the page treat number porting as a project rather than a task? Because moving established business numbers between carriers involves a coordinated exercise with a hard cutover, genuine regulatory process and no tolerance for error. A business's main line going dark is a commercial event, not a technical incident.

What advantage does a provider that also runs the network have? Cloud communications performance is decided by the path between the user and the platform. When one provider is accountable for both the connectivity and the communications platform, a call-quality problem is diagnosed rather than disputed; when they are separate suppliers, the customer ends up mediating.

What is the real measure of a successful UC deployment? Adoption. A platform nobody uses the way it was designed has delivered nothing, and adoption depends on training, on migrating the workflows people actually have, and on a transition smooth enough that staff do not revert.

Which other vendor ecosystems does blueAPACHE hold recognised positions in? Cisco, HPE across GreenLake, Primera, Synergy and ProLiant, Microsoft, Citrix, Veeam, Fortinet, Mimecast, NinjaOne and ControlUp. The page's reading is that recognition across many independently assessed ecosystems indicates capability across an integrated portfolio rather than depth in one product.

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Knowledge Base

What certification have you received from RingCentral?

We have been recognised as a RingCentral Certified Delivery Partner (CDP), which reinforces its proven expertise in delivering and supporting RingCentral solutions to the highest standards.

When was the blueAPACHE RingCentral Certified Delivery Partner announcement published?

The article was published on March 17, 2025.

What benefits does the RingCentral Certified Delivery Partner status provide to your clients?

As a Certified Delivery Partner, we offer seamless deployment and integration with expert-led implementation tailored to business needs, optimised performance through best-practice configurations, specialist support and ongoing service from certified professionals, faster return on investment by maximising value and reducing downtime, and trusted expertise that meets RingCentral's rigorous certification standards for quality and service.

How does the RingCentral CDP certification affect your cloud communication offerings?

The certification validates our long-standing commitment to excellence in cloud communications, allowing it to continue empowering organisations with reliable, high-performance cloud communication solutions and ensuring a smooth transition, optimised performance, and long-term success for clients.

Who should someone contact to learn more about your RingCentral partnership?

for further information about the RingCentral Certified Delivery Partner recognition, readers should contact us directly.

Who authored the blueAPACHE RingCentral Certified Delivery Partner announcement?

The article was written by us.

How long does it take to read the blueAPACHE RingCentral Certified Delivery Partner article?

Estimated reading time: about 1 minute, based on 149 words of article text on this page at 200 words per minute, excluding the Q&A and image list.