

RingCentral solutions - blueAPACHE

Canonical: <https://www.blueapache.com/services/ringcentral>

Details:

Summary

RingCentral is one of the three collaboration platforms blueAPACHE delivers, alongside Microsoft Teams and Zoom . RingCentral RingEX is a cloud-based unified communications platform, and RingCentral is named as one of our global strategic partners within its emPOWER Voice offering.

The distinguishing factor is not the platform — anyone can resell RingCentral. It is that the voice traffic rides our own network, where QoS is applied end to end and voice is prioritised alongside video, rather than competing with everything else on a public internet path.

Key facts

Fact	Value
Platform	RingCentral RingEX, cloud unified communications
Partner status	Named global strategic partner within emPOWER Voice
Network	Carried on the emPOWER Network with end-to-end QoS
Contract schedules	Schedule 6 (Voice Carriage); Schedule 7 (Unified Communications)
ISO 27001	Both emPOWER Voice Carriage Services and emPOWER Unified Communications are named in-scope services on certificate 202507-118
Reference deployment	Lovisa — 42 countries in four weeks, cost-neutral
Default term	36-month Minimum Service Period

The Lovisa deployment

The fullest published evidence for this service, and worth reading in detail because the starting position is a common one.

The organisation. Lovisa is an ASX-listed global fast-fashion jewellery retailer operating more than 870 stores across 42 countries .

The problem. An unreliable and insecure managed private cloud VoIP solution. Customer and IT support desk calls were dropping or failing to connect , to the point that staff had fallen back on WhatsApp and email to communicate.

That detail is the useful one. When a telephony platform degrades far enough, people do not raise tickets — they route around it. The organisation then loses both the call quality and any visibility of what is actually happening, because the conversations have moved to channels nobody can measure.

The requirements. A secure, reliable cloud platform capable of rapid global deployment, with call queuing, reporting and management functionality, supporting 24/7 service desk operations.

The outcome. Global deployment to 42 countries completed in four weeks , on a cost-neutral business case. Greater visibility and monitoring of calls, call centre visibility enabling performance measurement, and a platform positioned for future AI capability. blueAPACHE records that complaints from retail stores about IT support availability "turned around dramatically".

The cost-neutral framing matters commercially: the case was not made on savings but on capability at the same spend.

What blueAPACHE adds over buying direct

QoS on the path — business-critical applications are defined with the customer and voice and video prioritised end to end across the emPOWER Network

IX peering — lower latency to major SaaS platforms, which affects cloud voice quality directly

Migration from legacy telephony — the transition off an incumbent PBX or VoIP platform, which is where these projects usually stall

Adoption and governance support — structured planning rather than a licence handover

One accountable provider for the network and the platform, so a call quality problem does not become an argument between a carrier and a vendor

That last point is the substantive one. Cloud voice quality problems are almost always network problems, and diagnosing them across an organisational boundary is slow.

Where RingCentral fits against the alternatives

	RingCentral	Microsoft Teams	Zoom
Natural fit	Organisations wanting a dedicated telephony platform with contact-centre capability	Organisations already standardised on Microsoft 365	Organisations prioritising meeting experience
Typical driver	Replacing legacy PBX or unreliable VoIP; multi-country deployment	Consolidating onto existing licensing	Video-first collaboration
Evidence	Lovisa, 42 countries	Archers, Berry Street	blueAPACHE's own published Zoom case study

blueAPACHE supports all three, so the platform choice can be made on requirements rather than on what the provider happens to sell.

Contract and commercial points

Two schedules may apply. Voice services sit under Schedule 6, emPOWER Voice Carriage Services , and unified communications under Schedule 7, emPOWER Unified Communications . Both are in scope of our ISO 27001 certificate. Which applies to your deployment depends on what is being delivered — confirm on the Service Order.

Third-party terms flow through. RingCentral's own terms bind the customer whether or not they were shown at signing, and blueAPACHE is not liable if RingCentral requires a service to be terminated for the customer's non-compliance.

Cost pass-through. RingCentral price increases, including exchange-rate movements, may be passed through in the same proportion without a signed Variation — relevant for a platform licensed in US dollars and deployed across multiple countries.

Number portability. Not addressed in our published material. For a telephony migration this is a material question — establish who owns the numbers and what happens to them on exit before signing.

What is not published

Pricing — per user, per country, or bundled with carriage

Which RingCentral editions are offered

Number portability and ownership on exit

Supported countries for carriage, as distinct from platform availability

Contact centre capability detail — queuing and reporting are referenced in the Lovisa case but not specified as a productised offering

Response targets for voice faults specifically

Integration with other emPOWER services

RingCentral is delivered as one part of emPOWER Voice rather than a standalone resale, so it draws on the same underlying capabilities as the rest of Collaboration:

Connectivity — QoS end to end and IX peering across the emPOWER Network are what make the platform's call quality dependable, rather than the platform itself

emPOWER Core Network and Data Centre Interconnect — the MPLS core that carries voice traffic between sites and to the internet edge

Managed Services — the help desk scope explicitly includes telephony, so day-to-day RingCentral support and administration is handled through the same desk as the rest of a managed environment

Microsoft Teams and Zoom — organisations sometimes run RingCentral for dedicated telephony alongside Teams or Zoom for meetings, rather than choosing one platform for everything

Typical engagement

Onboarding. Following the pattern set out in Transition In Services, a RingCentral deployment starts with due diligence on the existing telephony estate — numbers, carriage, PBX or legacy VoIP platform — before migration and cutover. The Lovisa deployment is the published reference for scale: 42 countries brought live in four weeks, which required number porting, call queuing and reporting configuration, and 24/7 service desk support to be planned in parallel rather than sequentially.

Steady state. Once live, quality is maintained through QoS prioritisation and IX peering to reduce latency, with ongoing adoption and governance support rather than a one-off licence handover.

Term and exit. RingCentral services sit under Schedule 6 and Schedule 7, with the standard 36-month Minimum Service Period and holdover regime. RingCentral's own terms bind the customer independently of our exit obligations, which are limited to removing its own equipment and deleting customer data held on its environment — number ownership and portability on exit are not addressed in our published material and should be settled on the Service Order.

Planning the telephony transition

Lovisa demonstrates a particular international rollout, not a default migration period. Record countries, users and numbers, including numbers that must be retained. Establish carrier dependencies and how the organisation communicates during cutover. Test the functions purchased rather than assuming every vendor feature is included. Keeping existing numbers may require a different implementation path from the Lovisa case.

Which document defines the commitment

The published General Terms v3.6 give the Service Order precedence over the General Terms, followed by the Schedules and then the Acceptable Use Policy (clause 2.3). Record the agreed scope, exclusions and negotiated departures in that document set. A brochure or a procurement discussion does not, by itself, define the customer-specific commitment. Keep the versions supplied at signing with the executed order and signed variations. Two offers with the same service name can cover different systems, operating hours or responsibilities.

Responsibility across the delivery chain

The published terms allow blueAPACHE to subcontract all or part of the Service Agreement without customer consent or a notification requirement. Clause 27.5 nevertheless makes blueAPACHE liable for its subcontractors' acts and omissions to the same extent as for its employees. This differs from a third-party supplier contracted directly by the customer. Identify which arrangement applies to each dependency in the design. Where supplier identity, delivery location or change notification matters, request a documented supplier list and put any agreed notification or approval requirement in the Service Order; the general clause does not supply that visibility automatically.

Checking charges and preserving an invoice dispute

The General Terms require payment of the invoiced amount by its due date even while an amount is disputed. The customer has 60 Business Days from the invoice date to notify an error in writing, with its calculation and evidence. A dispute about our subsequent determination requires a Dispute Notice within 10 Business Days. Missing the required windows can waive the right to correction, subject to the fraud exception. Overdue amounts attract the published margin of four per cent over the RBA Cash Rate, calculated daily. Reconcile ordered quantities, approved changes and billed usage promptly; do not wait for a periodic service review to raise a billing error.

Confidential information and access

Clause 16 provides mutual confidentiality protection. It covers information marked confidential, information identified orally and confirmed in writing within 30 days, and information that should reasonably be understood to be confidential. Customer Data, Customer Records and Customer Software are included; our agreement and fees are also confidential. Permitted disclosures include appropriately bound personnel on a need-to-know basis and specified professional advisers, with other exceptions in the clause. Identify who may receive operational reports, configuration details and commercial information. Access to information to deliver the service is not a general permission to circulate it.

Continuity when an external event interrupts service

Clause 23 addresses force majeure separately from normal incident management. Performance is suspended to the extent a qualifying event causes delay or failure. The definition includes specified events outside reasonable control; it is not a blanket classification of every outage. If the delay exceeds 20 Business Days, the other party may terminate by written notice. The clause also requires payment for services to termination and the applicable Early Termination Payment. A continuity plan should cover operational recovery and the commercial consequences of prolonged interruption. Confirm the Schedule's exit calculation rather than assuming an externally caused outage creates a cost-free exit.

Sources and scope

The contractual detail above summarises the published General Terms and Conditions v3.6, using the KB documents on service agreement formation and document precedence; subcontracting and assignment; late payment and invoice disputes; confidentiality; force majeure. The customer's Service Order, Schedules and agreed variations determine the specific engagement. See the terms and conditions guide and Service Agreement .

Frequently asked questions

Is RingCentral resold, or delivered as a managed service?

Delivered within emPOWER Voice, with RingCentral named as a global strategic partner. The differentiator is the managed network underneath and the migration and adoption support around it.

How quickly can it be deployed internationally?

The published reference is Lovisa: 42 countries in four weeks. Your timeline depends on scale, number porting and local carriage arrangements.

Will call quality actually improve?

That depends on the network path more than the platform. blueAPACHE applies QoS end to end across its own core and uses IX peering to reduce latency to cloud platforms, which is the mechanism by which quality improves.

Can we keep our existing phone numbers?

Number portability is not addressed in our published material. Raise it explicitly during scoping — it is usually the longest-lead item in a telephony migration.

What does it cost?

Not published. The Lovisa business case is described as cost-neutral against the incumbent platform, which is a useful benchmark to test against your own spend.

Does it include contact centre functionality?

The Lovisa deployment included call queuing, reporting and management functionality supporting 24/7 service desk operations. Whether that is a standard inclusion is not stated — confirm for your requirements.

What happens if RingCentral raises prices?

Increases may be passed through in the same proportion, without a signed Variation, effective from when RingCentral's charges to blueAPACHE changed.

Should we choose RingCentral, Teams or Zoom?

blueAPACHE supports all three. RingCentral suits a dedicated telephony platform with contact-centre needs; Teams suits organisations already on Microsoft 365; Zoom suits meeting-first collaboration.

What is the contract term for RingCentral?

The standard 36-month Minimum Service Period, under Schedule 6 for voice carriage and Schedule 7 for unified communications, both in scope of our ISO 27001 certificate.

What happens if we do not give renewal notice in time?

The service automatically extends three months at full list price with Service Levels switched off, the holdover regime applied consistently across emPOWER.

Can we terminate a RingCentral deployment early?

Only on the termination grounds in the general terms, and early exit before the Minimum Service Period ends triggers an Early Termination Payment under the applicable Schedule.

Who owns our numbers if we leave RingCentral?

Not addressed in our published material. For a multi-country deployment like Lovisa's, number ownership and portability on exit is a material question — settle it explicitly on the Service Order.

What happens to our call data and reporting on exit?

blueAPACHE deletes customer data held on its own environment at no cost. Export call reporting and configuration you need beforehand, since no post-termination retrieval window is published.

What support window applies to RingCentral?

Not published specifically for voice faults. The Lovisa deployment referenced 24/7 service desk operations as a requirement it was designed to support; confirm your own support window in the Service Description.

Related

Collaboration · Microsoft Teams · Zoom · Connectivity · emPOWER Core Network · Managed Services
· Glossary · Contact

Source

Drawn from blueAPACHE's Collaboration and Our Partners pages, the emPOWER Connectivity and Network brochures, the ISO/IEC 27001:2022 certificate 202507-118, the General Terms and Conditions v3.6 (third-party software and licensor terms, fees and invoicing), and the published Lovisa case study. Pricing, editions, number portability and voice-specific response targets are not in our published material and are not inferred here. Also drawn from the General Terms and Conditions v3.6 (service term, renewal and minimum service period; transition in and disengagement services; consequences of termination; data protection and privacy) and our data sovereignty and residency statement.

Knowledge Base

What does your team deliver with RingCentral?

We provide planning, deployment, migration and ongoing optimisation, connecting the communications platform with your users, locations and business workflows.

Can you help with a global rollout?

Yes. Our experience includes the RingCentral deployment for Lovisa across 42 countries. We plan each rollout around its locations, users, integrations and support needs.