

The RingCentral App Helps Turn Facilities Departments into Project-Management All-Stars

Facilities teams are responsible for complex projects: selecting sites for office spaces, overseeing relocation and construction, etc. And that's in addition to the continuous stream of employee requests the team receives to fix leaky lunchroom faucets, clean up spills in the stairwell, or create security badges for new hires.

Without a central platform to keep track of everything, even the most organized team risks miscommunications and missed deadlines. That's why many smart facilities departments—including RingCentral's own facilities team—use the RingCentral app. Here's how the app's fully integrated collaboration platform improves their workflows and performance.



Centralizing all project details

A major renovation project in one of RingCentral's office locations requires the coordinated efforts of many employees and vendors. So the project lead will create a new RingCentral app team as the go-to channel for all communication, file sharing, and task management relating to that project.

This centralized communication and collaboration benefits the team in several ways. First, it keeps everyone across the team on

the same page and up-to-date on what's happening, so everyone knows what they should be doing and by when. Second, it prevents information, ideas, and insights from getting lost in scattered emails, voicemails, and other communications. And third, it helps the team organize and archive all details and documentation related to every project, which can be helpful to review for improving similar future undertakings.

Improving responsiveness and efficiency

At any given moment, the facilities department might be dealing with hundreds of requests, events, appointments, and other action items. A vendor is scheduled to install a new window next week. An exec requested a few chairs delivered to a conference room before Wednesday's meeting. Several team members need to draft estimated budgets for different aspects of a planned construction project.

RingCentral's facilities department uses the RingCentral app's integrated task management and team calendar to monitor all of these open loops in a single place.

When the facilities team turns an employee work request into a task, they can even include a specific time of day when the request

needs to be completed. The person assigned to the task receives notification immediately of the action item, so there's never a delay if the request is an emergency. When the person finishes the job, they can just mark the task as "complete" in their RingCentral app, and the team gets notified.

Also, if a facilities team member is leaving for vacation, a supervisor can easily pull up that person's open tasks and reassign them in seconds. Vacationing employees can also update their RingCentral app status to "PTO" and include their vacation dates, so the rest of the team will know they're gone.

All of these tools help make the team more productive, efficient, and responsive to facilities requests.

Making cross-department collaboration easier

For projects that involve the facilities team and other departments, the RingCentral app also proves to be an invaluable productivity tool.

For example, the team's work often intersects with the IT department. An outside vendor might need to set up internet access for a new RingCentral office, which will require the involvement of both facilities and IT. Or a vendor might be visiting

the office just for an IT project, but because they'll need access to a certain part of the building, facilities will have to be involved.

For these types of tasks, the two departments can coordinate seamlessly using the RingCentral app to schedule calendar events, create tasks, share files, and use the real-time messaging feature to keep everyone up-to-date.

Streamlining and improving workflows

Prior to the RingCentral app, the facilities team shared project documentation, such as floor plans, over email. This created a lot of problems because these were often huge CAD files and either the sender's or recipient's email (or both) didn't have the capacity to complete the transmission. Worse, at times an employee would need to send one of these files urgently, but didn't have immediate access to it.

And because files simply accumulated in several employees' email archives, rather than being stored and organized in a central location, these files became increasingly difficult to track down the more time passed.

With the RingCentral app, the team now uploads even enormous files with ease. Those files are then easily accessible anytime because everyone on the team has the RingCentral app installed on both their computers and mobile devices. Even better, for files they know they'll need to access soon, employees can use the RingCentral app's pin tool to place the file prominently on their RingCentral app shelf for easy retrieval.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. That is the promise of Work as One™. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.