



Retail

	RingCentral	8x8	Jive
Pricing	Starts at \$30 per user per month; some features cost more; volume discounts available	Pricing starts at \$25 per user per month with annual contract	All-in' pricing starting at \$29.95 per month. \$19.95 once 50-user threshold exceeded
Ease of Implementation	Significant upfront provisioning required; easy-to-use Account Manager Portal; some connectivity troubleshooting may be required	Significant upfront provisioning required; excellent 'quick-start' video guides; network may require fine-tuning	Upfront provisioning required; easy branch roll-outs; some connectivity issues may occur
Security	Secure platform; multiple security certifications, redundant data centers	Secure platform; multiple security certifications	Secure platform and voice-specific security features such as Jive Secure
Application Integration	Open platform and excellent developer tools; supports a wide range of business applications	Supports popular applications such as NetSuite, HubSpot and SAP	Support for a range of applications such as Google and Zoho, with more Microsoft applications coming online. Excellent integration for automotive dealerships
Future Technology Support	Integration with Google Contact Center AI; other industry partnerships	Acquisition of Nanorep for Chatbot and AI technology	Acquired MarianaIQ for AI and machine learning capabilities