

Unified Communications with RingCentral for healthcare



One communication and collaboration platform to enhance your practice

Voice, video and network traffic grow every day as teams need to connect any time, anywhere from any device. With fully managed, cloud-based unified communications, your practice can seamlessly bring together calling, messaging, video conferencing and more in a single, comprehensive application.

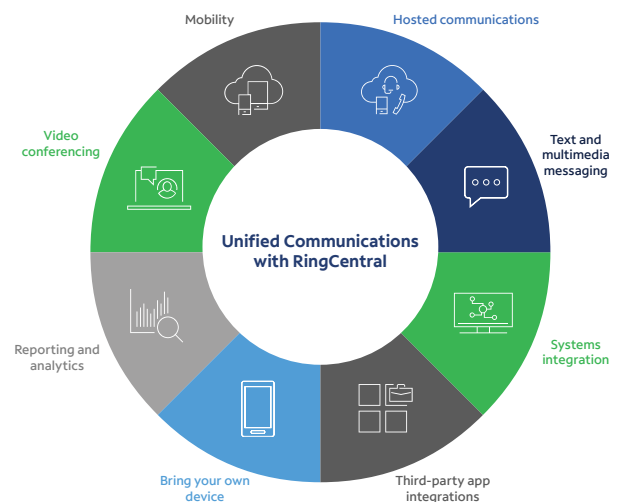
Spectrum Business® Unified Communications (UC) with RingCentral makes it easy to support the evolution of your practice by leveraging collaboration and communication tools to improve business processes and enhance the patient experience. It easily integrates with Electronic Health Records (EHRs) by capturing care team messaging or video session transcripts and adding them to a patient record via developed integration workflows. This level of seamless connectivity means you can bring staff and patients together with team messaging, video conferencing and phone calls — on any device from anywhere.

As part of the Spectrum Business Managed Practice Package, this all-in-one platform securely and reliably brings together connectivity, communications, collaboration, equipment and management for maximum user experience and engagement. Combined with our private fiber connectivity, it is a simple, smart and secure choice for better unified communications and collaboration.

UC with RingCentral is a cloud-based service that integrates with our Managed Network Edge (delivered by the Cisco Meraki platform) or Enterprise Network Edge (powered by Fortinet) solutions to provide you exceptional reliability and comprehensive visibility into your operation. In addition, your entire practice benefits from a better collaboration experience and productivity-boosting features customized to fit your needs.

Product highlights

- **An intuitive, cloud-based phone system:** Implement a customizable and easy-to-use, cloud-based phone system and start taking video and phone calls on any device.
- **Seamless experiences across the desktop, tablet and smartphone:** Mobile device integration includes seamless call shifting between the desktop or desk phone to a mobile device while users are mid-call.
- **Real-time collaboration on the go:** Provide a flexible and mobile collaboration experience both inside and outside of the practice facility.



- **Simplified chat and messaging:** In addition to text/short message service (SMS), multimedia messaging service (MMS) and internet-fax capabilities, gain further efficiencies through collaboration tools for physicians, clinicians and patients. Add contacts to your team’s messaging groups, share calendars, assign tasks and share real-time patient health information.
- **300+ powerful app integrations:** Drive productivity with apps like Microsoft 365[†] and Google Workspace™ productivity and collaboration tools,^{††} or build your own with open application programming interfaces (APIs).
- **Scalability that meets your ever-changing business needs:** Easily add new phone numbers, endpoint devices, offices and remote teams in no time.
- **Interact with ease:** Conduct telehealth visits with screen sharing, web sharing and file annotation. Give physicians and patients access to EHRs, test results, diagnoses and more for an ideal patient experience with no download required.
- **Full visibility into your network:** View your voice network topology, user management, trouble tickets, usage analytics and performance through a single, intuitive, cloud-based Managed Network Edge or Enterprise Network Edge portal¹ for faster, better decision making regardless of the number of locations, environments or size of footprint.

[†]Microsoft 365 is a trademark of Microsoft Corporation.

^{††}Google and Google Workspaces are trademarks of Google LLC.

Benefits

- **Better collaboration:** Enables you to communicate more effectively, with all calls, messages and video meetings in a single, intuitive app without the capital expense and maintenance requirements of a PBX.²
- **Improved customer experience (CX):** Provides a reliable, clear and consistent voice service, plus integration with customer relationship management (CRM) applications for a better customer experience.
- **Cost effectiveness:** Reduces your total cost of ownership (TCO) and capital expenditures with transparent, predictable monthly pricing and consolidated network components.
- **Simpler management:** Gives you the choice of implementation that best fits your organization — from co-managed to fully managed solutions.
- **Dependable communications:** Provides the reliability of a dedicated connection with a private, secure fiber network.
- **Full support:** Comes with an industry-leading service-level agreement (SLA) and a four-hour mean time to restore³ for both the UC solution and the fiber connectivity that delivers it — including 100%, 24/7/365 U.S.-based support.
- **Peace of mind:** Strengthens your security posture with HITRUST (HIPAA) and SOC 2 compatibility, as well as end-to-end data encryption, automated updates, advanced firewall, malware and intrusion protection.



Spectrum Business provides you with a single point of contact for installation, billing, support and equipment maintenance, as well as move, add, change and delete (MACD) activities. We stand apart from other providers by combining our national fiber infrastructure with a full slate of networking capabilities, including wide area networks (WANs), managed services and solutions tailored to meet the unique needs of each client. In addition, we offer a selection of UC-compatible IP phones and endpoint devices from Poly and Cisco that deliver advanced, cost-effective and secure voice communications.



Unified Communications with RingCentral features⁴

ADVANCED LICENSE FEATURES

36 calling features, messaging plus...

Video conferencing (up to 100 participants)

Text messaging (SMS), multi-media messaging (MMS)
(up to 100 users per month)

Internet fax

Call and meeting recording (automatic and on-demand)

Limited storage for messaging, files and recordings

Advanced call queues, monitoring and handling

Integrates with Microsoft 365, Google Workspace productivity and collaboration tools, 300+ apps, communications development platform as a service (CPaaS) and development APIs

Federated identity for single sign-on (SSO) access

Hot desk/hoteling

Multi-site management with role controls

IT administrator analytics

ULTRA LICENSE FEATURES

All advanced features plus...

Video conferencing (up to 200 participants)

Text messaging (SMS), multi-media messaging (MMS)
(up to 200 users per month)

Unlimited file sharing

Unlimited storage for messaging, files and recordings

Device analytics and alerts

RingCentral Rooms analytics and alerts

Talk to us today about designing a solution to deliver a broad set of capabilities and a seamless collaboration experience to build lasting patient relationships before, during and after treatment.

Learn more

enterprise.spectrum.com/RingCentral

1. Cloud-based portal, advanced firewall, malware and intrusion protection are available with purchase of Managed Network Edge or Enterprise Network Edge solution.
2. PBX: A private branch exchange is a premises-based telephone system within an organization that offers multiple inbound and outbound lines, call routing, voicemail and call management features. This privately owned hardware appliance switches and routes calls between in-office users and the public telephone network.
3. 4-hour mean time to restore service SLA.
4. Unified Communications with RingCentral product features are subject to change without notice.

©2025 Charter Communications. All rights reserved. Spectrum Business is a registered trademark of Charter Communications. All other logos, marks, designs, and otherwise are the trademarks and intellectual property of their respective third-party owners. Not all products, pricing and services are available in all areas. Pricing and actual speeds may vary. Restrictions may apply. Subject to change without notice.