SMALL BUSINESS CHECKLIST

ASK THESE 20 QUESTIONS BEFORE BUYING YOUR NEXT COMMUNICATIONS SOLUTION

Your chat, collaboration, voice and web conferencing tools should be easy to use and launch from any device. They must also be secure and have excellent quality. Apps that only work well some of the time, for some of the people, just won't cut it.

Use this checklist to find an integrated collaboration and communication solution that's right for your team:

First thing first, know your needs:

✔ **How many sites do you need to support? What is the bandwidth required to support your team at each site?**

✔ **How many employees will telework full-time and part-time?**

Next, learn the basics:

✔ **Can your new system support multi-sites?**

✔ **Are all the sites served by the same bandwidth provider?**

✔ **Is there an online enterprise portal for your business if you need to quickly scale?**

✔ **How easy is it to expand seats, licenses or features?**

✔ **How many systems would you need to support?** Your phone, meeting software, collaboration apps, instant messaging and call center should be integrated onto a single, seamless platform.

✔ **Can it work on any iOS or Android device?**

✔ **Does your network admin want full manageability of their phone system?** If so, is there a self-help appliance they can use to troubleshoot modem connectivity?

✔ **Does it integrate with other business apps such as G-suite, Office 365, Salesforce, Dropbox, etc.?**

✔ **Who's responsible for updating the software?** Will your service provider automatically update the system with the latest operating system patches, feature releases, and security protections? Or do you need to take time out of your day to manually update your system?

✔ **How secure is the system?** Make sure the provider uses standards-based security measures such as Transport Layer Security (TLS), the Advanced Encryption Standard (AES) and X.509 certificates.

Then, learn the features:

✔ **Is there reservationless web / video conferencing that integrates your attachments into the meeting?**

✔ **Can you re-route calls to call centers or other sites within minutes?**

✔ **Can you receive voicemails via email/text?**

✔ **Can you establish hunt groups to ring different phones when needed?**

✔ **Can you ring the same number at different phones at once?**

✔ **Is the solution mobile-work friendly? Can you set up your mobile phone to call from your business line?** What about further capabilities such as accessing directories, launching a conference call, and sending a text all from within one app?

Finally, don't forget to discuss the transition!

✔ **Can you port your existing numbers over to your new provider?**

✔ **Do you want to self-install?** If so, is there a software app/tool that lets you pre-test each site's bandwidth to make sure it can work on that network?

OneCloudNetworks offers a cloud-based communication solution that can help your business compete and win. Contact us today to find out more.

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