



10 Things to Look For in a UCaaS Provider for Your Business

Choosing a UCaaS provider for your business can be daunting. Comparing their features, benefits and support nuances really matters when deciding if the provider is the right fit for your business and employees. Below (in no particular order of importance; that's for you to decide) is a list of 10 things to look for when choosing a UCaaS provider.

1. Streamlined Communications Stack Offering

Make sure your UCaaS provider gives you access to all the services you need, like messaging, phone communications, data sharing, and various modes of conferencing. You need every employee to transition effortlessly between the tools that they need, and by providing the stack of services to deliver this, your UCaaS provider should be offering your business extra opportunities to develop productivity across all business operations.

2. Support

You should not have to manage your own implementation, integration, and ongoing maintenance of your new UC system. The main reason for choosing a cloud solution for your UC is because you want your it up and running quickly, and if a problem comes up, you don't want to be on hold with your support team for three hours waiting to get it fixed.

3. Onboarding Assistance

Any migration to the cloud should happen with minimal effect on your daily business as usual activities. Any reputable UCaaS solution delivered by your provider should be as "turn-key" as possible, with the provider offering any necessary onboarding services for a fixed cost. Proper onboarding and a tailored, bespoke migration strategy should be the core fundamentals of any good UCaaS providers onboarding efforts and should be fully laid out in a proposal before any migration commences.

4. Agility

Look for a provider that offers support when you need it — that should at least involve around the clock monitoring, as problems don't always come up business hours. Your UCaaS provider should offer support is high quality, helpful, and easy to use. One easy way to tell: check whether brands being offered as a solution are well known, possibly even award-winning, recognisable names. If they are response times will be quicker than if you are offered an un-tested, unknown start-up.



5. Data Protection and Security

In today's world this should be a deal breaker! Offering secure data protection should be considered crucial by your UCaaS provider. They should make sure that any UCaaS solution they are offering will include two-factor authentication, end to end encryption, infrastructure security, and endpoint protection, both for computers and mobile devices.

6. Reliability

Your new UC system is your business's oxygen flow, and if your current on-premises phone system fails, you're immediately facing critical business issues. One benefit of a cloud-based UC service should be better uptime (the amount of time your system is up and running smoothly), as well as redundancies, just in case! As you look at providers, research their service level agreements (SLAs), recent performance statistics, and what backup and disaster recovery assurances they offer.

7. End-User Training

A good UCaaS solution will obviously enable work-from-home, or at the very least remote-working opportunities, but your employees will still need support and ongoing training to understand, operate, and benefit from the extensive features of the solution that allow such flexibility. Make sure your UCaaS provider has a firm plan to deliver all training programs, ensuring that they are intuitive enough for employees to use on their own if necessary.

8. Scalability

A UCaaS provider should enable you to tap into the latest communication technologies and tools according to your business needs and requirements. They should be able to react in an agile manner and implement new services and solutions as your business grows,, develops and evolves, without you having to worry about seeking out a new partner just for that elusive technology.

9. A Focus On Business Benefit

The underlying goal of a UCaaS provider is to deliver a stable and secure platform on which employees can access all of the technology necessary to communicate and collaborate in the same environment. To do this, the provider must be able to grasp the business model in place, how the various stakeholders interact and collaborate, and thus identify the tailored solution(s) required. If this is delivered, there is less wasted time spent shifting between various applications, and as such productivity increases to the benefit of the business.

10. An Understanding Of The MI You Need

When your UCaaS provider has combined all of your communications requirements into the same package, you not only get a single, simple to understand bill, but you also get a single, simple to understand view of your stack and how it operates and is being operated. You can evaluate how all the components of your business are performing in one easy to access Management Information source, without having to worry about losing track of what's happening in one part of your enterprise. This single point of data analytics output facilitates better decision making.