

8x8

8 Requirements and Roadblocks on the Path to Cloud Communications

When considering the move to the Cloud, don't get led astray. Here are the 8 criteria you need to stay on the road to success.

INTERSTATE 1

Guaranteed Reliability

An uptime SLA ensures service will be there when you need it and you get what you pay for

CAUTION
99.999% of false promises result in outages, hurting your business 100% of the time

INTERSTATE 2

Global Presence

Worldwide data centers and local number availability provides coverage wherever you are (or want to be)

DETOUR
Limited market coverage stifles expansion, hurts local presence and degrades international call quality

INTERSTATE 3

Dedicated Deployment & Training

Implementation and support packages fit unique business and IT needs



WARNING
DIY or custom support makes implementation technically difficult or financially unpredictable

INTERSTATE 4

Robust Compliance

Look for third-party certifications and accreditations across multiple industries like PCI-DSS, HIPAA, FISMA and ISO/IEC 27001

CAUTION
Limited compliance certifications and hidden feature restrictions leave customers and brands unprotected

INTERSTATE 5

Cost-Effective Plans

Flexible packages make sure you're meeting the specific needs of your business and users

WARNING
One-size-fits-all packages lead to overpaying for unused features and costly overages

INTERSTATE 6

Superior Voice Quality

Guaranteed and third-party validated voice quality ensures consistent calls whether traveling, in a remote office, or working from headquarters

SLOW AHEAD
Low quality and unreliable calls lead to frustrated employees and customers

INTERSTATE 7

One Trusted Vendor

A single provider better understands business needs, quickly resolves issues, and leverages your feedback in the product roadmap

SLOW
EXPECT DELAYS
Multiple providers limit your influence on the future product and increase finger-pointing and delays in resolution

INTERSTATE 8

Truly Unified Communications

One integrated communication and collaboration platform breaks down silos, improving productivity and customer experience

ROUGH ROAD AHEAD
Multiple platforms and limited integrations lead to low productivity, departmental silos, and fragmented reporting



WELCOME TO TRULY UNIFIED COMMUNICATIONS