

8 Questions to Ask When Assessing Cloud Communications Providers

8x8



Cloud communications clearly offer superior advantages over traditional PBX.

But not all cloud communications providers are alike. It's essential to look beyond features and functionality.



Here are **EIGHT** topics to ask a cloud communications vendor about.

1. Security and compliance: Do they offer third-party validated compliance with standards such as PCI-DSS, FISMA, HIPAA? How do they secure your communications?

2. Global coverage: Where are their data centers located and do they provide geographic redundancy? In which countries do they provide international calling services? When employees travel internationally, how are calls routed to ensure optimum quality and lowest lag time?

3. Reliability: Can they offer a service level agreement (SLA) for a minimum of 99.99% uptime with financial backing?

4. Call quality: Can they deliver superior or HD call quality over the public Internet or over MPLS?

5. Deployment: What is their average time to deploy?

6. End-to-end communications: Do they offer the full breadth of capabilities you need across phones, contact center, unified communications, conferencing and mobile devices?

7. Application integration: Do they offer out-of-the-box integrations with CRM and other business productivity tools?

8. Analytics: Do they offer more than just Call Detail Records? Do their analytics tools include interactive dashboards?

Read the whitepaper

Your PBX Is Killing Your Business
5 Reasons Why You Should Ditch It for the Cloud

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