

**Checklist**

# Test the Strength of Your Unified Communications Services Provider

As you move to a unified communications solution, it's important to choose a service provider that is experienced, capable and recognized as an industry leader. The problem is, it's often hard to sort fact from fiction. Here's how to tell the difference.

Collaboration solutions may be one of the most important investments your organization ever makes in productivity and innovation; so, it's important to make the right choices along the way. Being able to tap into the collective knowledge and creativity of your workforce can propel your business forward, helping you:

- Stay Connected to Your Customers
- Enhance Employee Communications and Increase Productivity
- Improve Project Management
- Improve Responsiveness to Market Changes
- Support an Increasingly Complex Global Network
- Accelerate Adoption of Flexible, Real-Time Business Models

A good unified communications (UC) service provider can help you create a secure, integrated and completely reliable communications infrastructure on your premises, hosted off-site, or delivered as-a-service in the cloud – the choice is yours. To decide, you need a partner that can lay out all your options and give you as much guidance as you need.

After choosing your UC path, you need a partner with the expertise, staff and vendor connections to help merge all of your voice, data and other communications services into one unified solution with a single interface where you can access everything you need to collaborate more efficiently and effectively.



As you evaluate potential UC partners, use the checklist below to test their collaboration skills and strengths and determine if they are the right fit for your needs.

Managed Service Provider Business Strengths	Logicalis	Option 1	Option 2
Cisco Webex Calling and UCM (Unified Communications Manager) Cloud Services	X		
Direct Peering to the UCM Cloud (One of Only a Few in the Nation)	X		
Cisco Global Gold Certified with Collaboration Masters Designation	X		
Highly Skilled Engineers and On-Staff Managed Services Architects	X		
Over Two Decades of Experience Supporting UC Environments Through the Full Evolution of Cisco Collaboration, Contact Center and TelePresence Solutions	X		
Multi-Year Experience with IR Prognosis for Custom Monitoring and UC Advanced Reporting	X		
Mature Design and Implementation Processes for Complex UC Environments	X		
Repeatable Services on a Global Scale Regardless of Geography	X		
Tier 1, 2 and 3 Support 24x7x365	X		
US-Based Support Staff in Multiple Time Zones	X		
Geographic Redundancy of Data Centers	X		
Root Cause Discovery and Resolution Planning	X		
Endpoint Management of Hardware or Software Phones	X		
Management of Voice Gateways and SIP Trunks	X		
Support of Third-Party Applications Like Paging, Faxing, Call Accounting, Etc.	X		
Constantly Evolving Service Platform and Modern Service Portfolio	X		
Intelligent and Extensible Monitoring Capabilities	X		
Automated Workflows	X		
Well-Defined Incident, Problem and Change Management Processes	X		
Conveniences Provided To The Customer			
Dedicated Service Delivery Managers (Single Point of Contact)	X		
Custom UC and Networking Utilization, Health and Capacity Planning Reports	X		
Incident Management and Problem Resolution for Voice and Data Circuit	X		
Capable of Supporting a Growing and Complex Global Network	X		
Benefits For Your Business			
Eliminate the Need to Purchase or Maintain Hardware by Moving UC to the Cloud	X		
Remove the Burden of Moves/Adds/Changes/Deletes (MACD) from Your IT Staff	X		
Replace "Shadow IT" with Real IT	X		
Enhance Workforce Productivity While Reducing Costs	X		
Adoption Services to Help You Fully Utilize the Platform	X		
Provide Knowledge and Insight into Your Most Frequent Collaborators	X		

Contact Logicalis today to put our extensive unified communications experience to work for you.

