



5 factors to consider when searching for UC solutions

1 Ease of use and management

It's imperative that your UCaaS system is easy to use and manage by everyone in your organization, both on the administration side and your end users. That will likely mean intuitive web, desktop and mobile applications, features like Single Sign-On (SSO) and a portal with varied levels of admin access.

2 Scalability for future plans

Be sure to keep your growth plans front and center when you're shopping around. UCaaS providers vary in what geographic regions they can serve, so make sure the provider can support the scope of your business and deploy service technicians for all of your current (and future) locations.

3 Integration with systems and business applications

Have confidence that your provider can enable custom integrations with your CRM tools, email and calendaring software, audio/video systems, collaboration tools, such as Slack and Microsoft Teams and any hands-free options your users prefer, like Amazon's Alexa.

4 Service quality and control

It's best to narrow your search to network-based providers who offer services like SD-WAN because it will enable visibility and control to monitor and manage down to the application level. Providers set up to support enterprise-size customers with the right individual and project teams are also advisable, as they will manage your installation process from multiple aspects.

5 Security and compliance

Your industry often determines compliance guidelines, so ask providers upfront if they have and maintain certifications and attestations relevant to your install. For example, in healthcare, PHI is governed by HIPAA and you need a provider who has been evaluated on their ability to enable compliance via HIPAA, HITECH or other attestations. In manufacturing or financial services, SOC 2 may be more relevant to compliance.

If you're ready to explore seamless, cloud-based communications and collaboration for the new digital workplace, learn more about [Windstream Enterprise UCaaS](#) today.