

# A Quick Guide To **Selecting the Right Voice & IT Provider**



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# Why Big Voice & IT Providers Can Mean Big Problems

Technology is the backbone of your business – which is why it's so important that your voice and IT solutions run smoothly. Unfortunately, big-name carriers often make you wait before resolving technology problems (if they answer the phone at all).

Without fast, responsive support for your technology, you risk facing losses in productivity, brand reputation, and revenue. Read on for tips to help you find a provider that offers the reliable solutions and support you need to stop worrying about technology.



## What To Look For in a UCaaS Provider

Over 40% of employees work remotely or in a hybrid environment,<sup>1</sup> making flexible business communications more important now than ever. If your business supports any number of workers out of the office, you need around-the-clock support to solve problems that keep them from communicating effectively.

The right voice provider should deliver:

- ✓ A UCaaS solution that enhances mobility
- ✓ U.S.-based client support 24/7/365
- ✓ Hardware included, so you always have the best equipment
- ✓ All the features your teams need at a low, flat rate
- ✓ Integrations with industry-leading solutions

1. <https://www.forbes.com/advisor/business/remote-work-statistics>

# Why Apps & Integrations Are Essential for Communications

If you already have business-critical software and apps, switching your phone system might seem scary. Luckily, the right UCaaS provider will make it easy to integrate your voice solution with the systems your workers depend on so you can simplify the way you do business.

Look for:



Software integrations with industry-leading CRM, ERP, EHR, EMR, and more.



Click-to-dial so your customers can quickly (and easily) contact you.



Screen pops to give agents the info they need to successfully answer calls.

# Why Your Provider Should Offer a Full Suite of Voice Features

A UCaaS solution should include features that empower your employees to communicate just as well remotely as they do in the office. In addition to essentials like voice, video, SMS, and chat, your provider should offer advanced features such as:

- ✓ Reporting dashboards for full visibility into your operations
- ✓ Call recording with third-party data storage for better security
- ✓ Hybrid faxing that integrates eFax technology with a traditional fax machine
- ✓ Email to Fax/Fax to Email capabilities



# The Trouble With Unreliable IT Service Providers

Last year, businesses faced an average of almost 50 hours of unplanned network outages.<sup>2</sup> And downtime doesn't come cheap – over 60% of outages in 2022 resulted in losses of at least \$100,000.<sup>3</sup>

The right IT provider should have security measures in place to keep your business connected at all times. But if an issue arises, they should also be there to answer support calls and resolve problems promptly – without blowing your budget.

2. <https://www.ibm.com/downloads/cas/K6E5YEZY>

3. <https://uptimeinstitute.com/about-ui/press-releases/2022-outage-analysis-finds-downtime-costs-and-consequences-worsening>



# What To Look For in an IT Solutions Provider

Many IT service providers bill hourly for support, which can make budgeting for your IT expenses nearly impossible. Instead, look for a vendor that offers these IT services (and others) based on a fixed monthly cost:

- ✓ Disaster recovery solutions to keep your systems up and running in the event of a disruption
- ✓ On-prem and cloud-based Active Directory environments to simplify your access controls
- ✓ Managed networking peripherals to ensure you always have the latest and greatest technology
- ✓ Microsoft Office 365 and Google G Suite email solutions to optimize team collaboration





# Why You Should Work With a Provider Who Can Do It All

If you're working with separate voice and IT providers for your business technology, you're probably already familiar with how frustrating it can be to get the help you need when you actually need it.

By working with a vendor that does it all – voice, IT, networking, and beyond – you can say goodbye to technology troubles with:



Fast, responsive support around the clock.



Solutions tailored to meet your business's unique needs.



One number to call – and one bill to pay.

# Netlink Voice

## Your Business Technology Problems, Solved

At Netlink Voice, we gather your vendors under one roof and do it all, so you never have to think to make your business technology work. Trust Netlink for:

Voice	Networking	Managed Services
Powerful cloud communication systems	High-speed internet connectivity	Single-tenant private cloud environments
Next-generation faxing solutions	Secure private WAN solutions	Data center colocation services
Call reporting and recording capabilities	Structured cabling design & delivery	Comprehensive cybersecurity solutions
250+ supported apps and integrations	A 24/7 U.S.-based NOC	Cost-effective managed IT services

# Ready for Worry-Free Business Technology?

Your voice and IT problems stop here.

**Talk to an expert** today to get started with simple, worry-free business technology solutions from Netlink Voice.



**NetlinkVoice** 