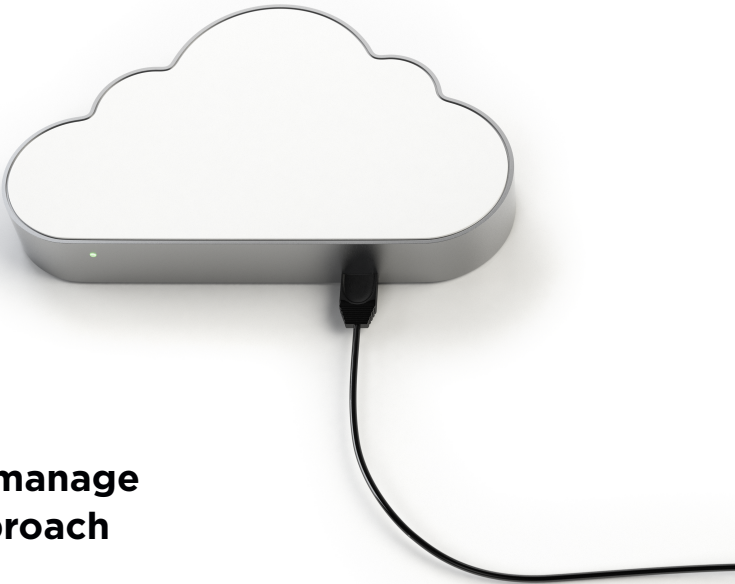# Top 4 considerations for moving communications to the cloud
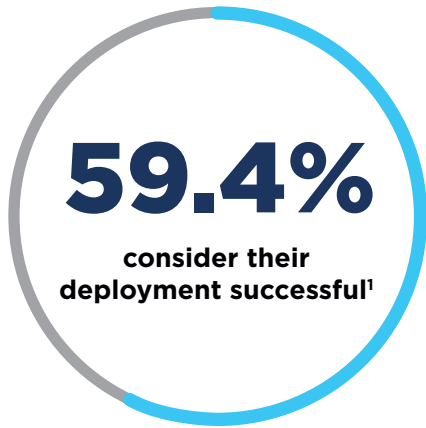
For businesses, simple, reliable communication is vital—a solution that's easy to manage and doesn't rely on aging technology. They're looking for a customer-centric approach with greater efficiency, better tools, and predictable costs.

For these organizations, a cloud-hosted unified communications-as-a-service (UCaaS) offers an economic, scalable, feature-rich option for replacing legacy on-premises equipment and supporting workers outside traditional workspaces.
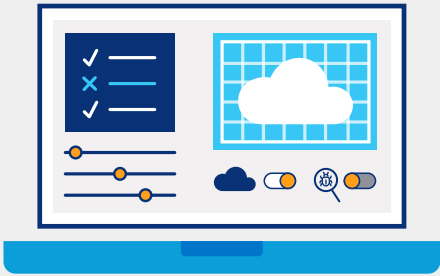
Top drivers for cloud adoption[1]

40%
Cost savings

45.6%
Scalability

27.5%
Available features

23.5%
Rapid delivery of new features

The majority of UCaaS users surveyed consider their deployment a success and are satisfied with the results.

59.4%
consider their deployment successful[1]

51%
are satisfied with cloud[1]

But, in order to make sure that your deployment is successful and meets your company's needs, keep these important considerations in mind:

01 Your solution is only as good as your network

Great software isn't enough. Whether you're buying over-the-top (OTT) or a bundled solution, a reliable, low-latency network is critical to the delivery of software-based voice, video, and collaboration features.

02 Onboarding and training are key

In order for your team to make a smooth transition, make sure your cloud communications solution includes adequate onboarding support, as well as pre- and post-sale training for both administrators and users.

03 Support should always be available

You can't afford downtime, and not everyone on your staff works regular hours. Technical support should be available 24/7/365—not just 9:00-5:00, five days a week.

04 Transparent pricing maximizes ROI

Your pricing model should maximize flexibility in terms of features and number of users. And it should be clear what features are included in the per-seat price and which (if any) must be purchased separately.

If you're ready to learn more about transitioning your business communications to the cloud, Lumen can help.

Check out Lumen® Hosted VoIP to learn more about our cloud solution or schedule a conversation with one of our experts today.

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