

Choosing a Cloud Solution VoIP Service Provider

Choosing a provider that will provide you with a complete solution that will allow your transition to VoIP to go smoothly can be simplified if you know the right questions to ask. We've compiled a detailed list of questions that will help you to find a service provider that will be able to now only provide you with a complete solution but ensure overall success in your transition to a cloud based VoIP Solution.



Cloud Fact

51% of adults believe the weather can affect cloud computing. The name is derived from the shape used to describe the internet's infrastructure.

Source: Citrix

Does the Cloud Solution VoIP Service Provider:

- 1** Provide a Planning tool to understand how your business operates so that the new system can be configured for optimum performance?
- 2** Perform a LAN assessment to ensure real time/voice readiness?
- 3** Perform a Site Verification for each site – ensuring internet connection is adequate to support new system.
- 4** Assign a Telecom Specialist to manage and assist you with the installation process?
- 5** Perform a Site Survey to determine placement of equipment, cabling requirements and overall design of solution?
- 6** Un-box all equipment and perform power on testing to ensure that all is working; then configure specific to your requirements.
- 7** Provide analog lines for alarm, fax or elevator services to ensure continued availability of all services?
- 8** Provide installation of phones and networking equipment required for solution?
- 9** Provide cabling service to meet new cabling requirements?
- 10** Provide training for your staff on how to utilize the new phone system including the web portal?
- 11** Provide professional voice recording services for creation of on-hold advertising and assistance with scripts for automatic call distribution ([ACD](#)) routing instructions and [auto attendant](#) instructions?

About Us:

ITS has been in business for over 20 years and is privately held. As a smaller, personalized business ITS is agile, flexible, and proactive. Our goal is to provide one-stop for business telecommunications and network services while never forgetting the importance of live, friendly, personalized service.

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