

## Managed UCaaS Today's Workplace is Changing

TOP  
TEN

### Top Considerations for Business Continuity

The digital workplace is now everywhere. According to Gartner, 74% of companies plan to increase the number of remote workers, and nearly a quarter will move 20% of their workforce to permanent remote work.<sup>1</sup> What's making a real impact though is how IT teams are enabling work-from-anywhere. One of the fastest, most economical, and practical methods is to move to the cloud.

- 1. Leverage Managed UCaaS.** Managed Unified Communications as a Service (UCaaS) integrates calling, meetings, collaboration, video, chat, presence, contact centers, and much more into one unified, cloud-hosted platform that's completely managed for you. It also ensures that you always have access to the latest communications technologies.
- 2. Take inventory of what you have and what you need.** How do people like to interact with each other? Are there generational communication differences? Do you need new ways to communicate? What's worked and what hasn't?
- 3. Prioritize business-critical applications.** With remote work, there is an increased load on the network. Monitor network usage so you can effectively plan for capacity changes to accommodate new and/or increased traffic, such as the two-fold increase in video applications since the pandemic started.<sup>2</sup>
- 4. Involve key stakeholders.** This is critical. In light of the pandemic, 71% of executives worry about business continuity.<sup>3</sup> Gartner recommends that to increase the maturity of the digital workplace, "CIOs should develop a strategy to ensure continuity of operations, empower employees, and improve efficiency."<sup>4</sup>
- 5. TCO.** By moving from a CAPEX to an OPEX model, you can realize significant cost savings. In addition, Managed UCaaS is scalable to meet changing business demands.
- 6. Focus on ease of use.** Migrating to a new communications system can be daunting. If the user experience is compromised or if the deployment is difficult, the technology will not be used to its fullest. We've handled Managed UCaaS deployments quickly, especially during the pandemic, with little or no user disruption.
- 7. Embed Managed UCaaS into your culture.** To ensure that your organization maximizes the value of Managed UCaaS, it is important to embed it into your business practices and educate users.
- 8. Modernize your infrastructure.** One of the biggest challenges for many companies is legacy technology. It hinders communications, requires specialized support to maintain, and can not be counted on to support business continuity when it comes to disaster recovery or pandemics.
- 9. Planning counts.** We take care of all the behind-the-scenes planning to make sure your implementation goes smoothly and is successful. That starts with discovery and site surveys to maintenance and advanced monitoring.
- 10. Choose a trusted digital partner: Black Box.** As a leader in workplace communications, Black Box offers a robust portfolio of best-in-class solutions from industry leaders such as Avaya, Cisco, NEC, RingCentral, and more so you can choose what's right for your organization.

Transform your workplace and ensure business continuity with Black Box, the trusted leader in unified communications technology. For more information, call us at **855-324-9909**, or email us at [contact@blackbox.com](mailto:contact@blackbox.com).

1. Gartner, COVID-19 Bulletin: Executive Pulse, 3 April 2020

2. Microsoft, Remote work trend report: meetings, Jared Spataro, April 9, 2020

3. Gartner, COVID-19 Bulletin: Executive Pulse, 3 April 2020

4. Ibid

5. Gartner, Coronavirus (COVID-19) Outbreak: Short- and Long-Term Actions for CIOs, Sandy Shen, Owen Chen, Arnold Gao, Lily Mok, Julian Sun, Deacon D.K. Wan, 4 March 2020