The majority of UCaaS users surveyed consider their deployment a success and are satisfied with the results. But, in order to make sure that your deployment is successful and meets your company’s needs, keep these important considerations in mind:

**Top 5 considerations for moving communications to the cloud**

1. **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.

2. **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.

3. **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.

4. **Transparent pricing maximizes ROI**
   - Your pricing model should maximize flexibility in terms of features and number of users. It’s a good idea to look for a free trial before committing to a solution so you can determine if your requirements are met before signing a contract.

5. **Don’t get stuck with something that doesn’t work for you**
   - Make sure your cloud communications solution includes a plan to gracefully scale and manage the capacity to meet your company’s needs.

If you’re ready to learn more about transitioning your small to midsized business communications to the cloud, CenturyLink can help.

**Check out CenturyLink Engage** to learn more about our cloud solution or schedule a conversation with one of our experts today.

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