

## YOUR UC INTEGRATOR CHECKLIST

# 5 factors to consider before onboarding a UC integrator

Modernizing your telephony infrastructure doesn't require you to rip your existing PBX. A UC integrator who specializes in both PBX and modern collaboration platforms can solve for that. But there's more to consider.



# Wide range of solutions to fit your exact needs

A UC integrator with a wide band of capabilities ensures their ability to evaluate your current telephony environment and come up with highly tailored solutions. Ask yourself the following questions while shortlisting UC integrators that fit the bill:

## Connectivity with new systems

Do they offer a Microsoft Teams solution with Direct Routing as a Service?

Do you get the flexibility to use your own PSTN carrier for direct routing?

Could you choose between Direct Routing, Operator Connect, and Microsoft Calling Plans?

## Ability to work with existing systems

Are they equipped to connect your existing PBX with MS Teams?

Can they replace your land-based connections to a cloud PSTN via SIP trunks?

Does their hybrid solution meet E911 regulations?

# Robustness to handle your scale and industry

It's possible for a UC integrator to be the right fit on paper. But the depth of their hands-on involvement can be best judged by their body of work. You can evaluate their experience with deployments of similar complexity or scale based on:



## Portfolio of enterprise clients who match your scale

Look for similarities such as:

- Size of the company
- Number of end users
- Geographical distribution of operations



## Success stories from previous undertakings

Request to see:

- Case studies in the same industry
- Metrics from solving similar problems
- Customer testimonials from people of similar domain



## Expertise in legacy and on-prem PBX across OEMs

Check if they also specialize in:

**AVAYA**

**SIEMENS**

**CISCO**

**NORTEL**

# Ability to serve you long after implementation

A UC integrator's role shouldn't end at cutover. Feeling assured with their post-deployment maintenance and support services are crucial for smooth operations and troubleshooting. Look out for the following managed services to be sure that they'll live up to their SLAs, response times, and escalation procedures.



## Adoption and Change Management

- Clear framework for assessing, controlling, and implementing changes
- Company-wide adoption of implemented solutions
- Customized training programs for diverse end-users
- White glove services and hyper care



## Post Deployment Support

- 24/7 representative for escalations and tech support
- Tracking performance to meet negotiated SLA targets
- Centralized support portal for service requests



## Incident Management

- Proactive monitoring of critical system components
- Remote diagnostics and troubleshooting
- Worldwide replacement for defective equipment

# Recognitions, certifications, and compliance

Trust is earned. But there are ways to measure how capable and trustworthy your UC integrator proves to be. You can review the following to see how your shortlisted integrators fare when it comes to readiness and authority.

-  **Check if they are a Microsoft Solutions Partner for Modern Work**
-  **Confirm if they have an Advanced Specialization certificate for Microsoft Teams**
-  **Check if they are compliant with Privacy and Security norms in your region**
-  **Inquire if the implementation team's Microsoft Certifications are up to date**
-  **See if they have ever been recognized as Partner of the Year by Microsoft**



# Scalability, innovation, and readiness for the future

As your organization grows in locations, numbers, and communication channels, your telephony needs will evolve too. On top of that, the Unified Communications landscape is sure to see advancements. Evaluating the following will help you shortlist a UC integrator who's ready for what the future holds.



# Accelerate your adoption with Continuant

Wouldn't it be ideal for one integrator to tick all the boxes? Having said that, a lot of these factors may not come up in your research. The best way to cover all bases is to have a stream of conversations with your top choices.

[Start a Conversation](#)

## About Continuant

Continuant is a Managed Services Provider and Systems Integrator that offers world-class solutions for cloud collaboration, voice systems, and AV. Since our inception in 1996, we have maintained a track record of providing a high level of service to their customers, and currently support 100+ Fortune 500 companies.



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