6 Questions to Help You Determine When to Update Your Technology

Voice and IT: Some Things Just Go Better Together

- Have your technology needs outgrown your internal IT capabilities?
- Is your network slowing you down?
- Do you find yourself calling in IT experts and then waiting for them to fit you in?
- Do you worry you're missing something with cybersecurity or compliance?
- Do you find yourself setting aside strategic planning to handle routine IT requests?
- Do your technology decisions come back to haunt you?

These are all common problems for businesses going it alone with IT rather than working with a managed services provider or the right MSP. All of these issues are strong indicators that it may be time to update your IT network. Here are six questions you can ask yourself to help make that determination.

1. **Is the network equipment across your organization meeting your needs?**
   Ask your staff if technology is slowing them down rather than facilitating their work. Sometimes, they may need more training on how best to use the technology. Other times, you'll find that you need to explore new IT options, whether they be software configurations or updates, more bandwidth, or even new hardware.

2. **Have you based your technology decisions on other businesses' or competitors' configurations?**
   Modeling your network on another business can be an attractive shortcut. However, without a thorough understanding of the various technology in play and the compatibility between existing systems, you could inadvertently introduce problems. Also, as an outsider, you might not know about the costs or struggles another business has with its IT.

3. **Have you calculated the benefits and value of a network equipment upgrade to your business?**
Technology updates come with hard costs. Conducting a thorough evaluation of the cost-benefit ratio and return on investment (ROI) can provide solid justification for technology updates. Both your employees and your customers can be great sources of feedback for needed technology updates. Your employees may struggle with certain processes or systems. Your customers may want features your current technology doesn't offer like self-service, customer service chat, automatic reorders, or mobile or cardless payment features. If your employees are more productive and your customers are more satisfied your updates will likely pay for themselves quickly.

4. **Do you have back-up and contingency plans in place to protect your data?**
No organization is ever 100% safe from cyberattacks. Protecting your data and having proven data recovery plans in place will offer both peace of mind and highly tangible benefits. As real as the risk of cybercrime is, there are also other risks to consider, like natural disasters, fires, and water leaks which can wipe out servers that contain business data. Insurance can replace hardware, but your data may be irreplaceable.

5. **Does your business rely on mobile technology?**
Whether your employees work from the road, the office, their homes, or the field, you need a secure and reliable system that can connect and protect your people, devices, and data seamlessly.

6. **Are your business-critical systems updated and supported?**
Nearly every business reaches a point when software patches and updates turn into a necessary evil. Either IT staff have trouble keeping up, or vendors stop supporting applications. You needn't look further than Windows XP and Windows 2003 for examples. The timing of upgrades is often out of your control. Moving to subscription-based cloud offerings often comes with automatic updates, but even those can affect other areas of your network.

Benefits of Combining IT and Voice Solutions

Integrating all of your IT and voice solutions with IT Voice as your trusted partner can provide valuable benefits to your organization, from accountability and expertise to time savings and efficiency. Yes, upgrading systems involves extra work, but it's certainly not as disruptive as network downtime.

Uptime Institute's 2020 Global Survey of Data Center and IT Managers who reported an outage in the past three years estimated its cost at more than $100,000 (of which almost a third reported costs of $1 million or above).

One Company. One Call.

If you currently work with IT Voice for voice services, you know we'll never leave you hanging—especially when your systems are slow or down. The same goes for your IT network. IT Voice will guide you in identifying the right level of service and technology to support your IT needs, whatever they may be. And when it comes to voice and IT, well, some things are just better together.

Best of all, you can focus on growing your business and leave your voice and IT network to us. One company. One call. One bill.

Contact us today to get started.