

Simplify and Optimize Your UCaaS Journey

The right Unified Communications (UCS) solution can enhance the quality of your customer service, improve productivity and collaboration across the board, and solve the challenges of outdated communication infrastructure. But with a multitude of options on the market, how do you know which one is the best for you?

Let's consider the facts.

The Price of Outdated, Inefficient Communications Solutions



Unified Communications as a Service

Migrating to Unified Communications as a Service (UCaaS) from an on-premise unified communications solution has several key advantages, including:

- Access to the latest collaboration tools such as video, chat, and document sharing
- Reducing capital and operating expenditures
- Empowering employees to work from anywhere and on any device
- Providing productivity enhancements through AI-automated workflows
- Greater freedom and flexibility on how to adopt migration (full cloud vs hybrid/partial migration)



A full managed UCaaS solution has the added advantage of **reducing the burden on your existing IT staff**, providing expertise that keeps up with the rapid pace of technological change while reducing the operational burden of managing the solution in-house.

With a managed UCaaS provider, organizations can rely on a partner to guide them through the process of modernizing outdated UC infrastructure, avoiding costly, time-consuming mistakes, and developing tailor-fitted strategies that perfectly match their needs.

Full Cloud vs. Hybrid Cloud Unified Communications Solutions

There is no one-size-fits-all communications solution. Just as businesses tailor their services for customers, they also need tools and strategies tailored to their needs.



Full-Cloud

All communication services are provided from the cloud by a UCaaS provider.

Benefits:

- Reduced infrastructure costs
- Ease of scalability
- Access to the latest modern collaboration features
- Ideal for a modern flexible workforce
- Always compliant



Hybrid

Model combines on-premise communications infrastructure with cloud-based UCaaS services such as video and chat.

Benefits:

- Eliminates risk by allowing companies to migrate to the cloud at their pace while preserving their existing enterprise communications investments
- Preserves existing complex backend integrations which can be difficult to migrate
- Gives businesses control over how and when to migrate to the cloud

Choosing the Right Unified Communications Solution

When choosing between hybrid and full-cloud UC deployments, businesses should consider:

Features	Full-Cloud	Hybrid
Control & Accessibility	Simplified management and administration.	Complex management requiring specialized resources.
Cost Considerations	Subscription-based model that typically offers tiered services, based on what the average organization needs.	May require significant upfront investment in on-premise equipment and its maintenance.
Scalability	Built specifically for rapid scalability by providing flexible access to various solutions and services depending on what businesses need.	Businesses are responsible for scaling their on-premise components, though hybrid UC providers may support these efforts.
Regulatory Compliance	Full regulatory compliance that is kept up to date with changing regulations and standards.	Businesses are responsible for making sure the on-premise communications solution is updated regularly to maintain compliance.
Infrastructure investments	Cloud providers handle everything pertaining to infrastructure, including solutions deployment, maintenance, upgrades and management and monitoring.	Existing infrastructure can be integrated with cloud-based systems to maximize their utility and minimize need for costly upgrades but does require infrastructure investments for on-premise equipment.

Features to Look For in a UC Solution

Whether adopting a hybrid approach or procuring a full-cloud service, these features are integral to a good Unified Communications solution:



Technology

AI-driven automation and analytics

Enhance efficiency by automating repetitive, standard tasks, and boost business intelligence by harnessing data from multiple sources to generate smarter actionable insights



Security

Best-in-class safety measures

Leverage the latest cybersecurity features like end-to-end encryption, access controls and authentication, data protection, and more



Support Services

Comprehensive customer support management

Do more with the right support system, from customer success managers and advisory consultants to technical subject matter experts and more

Total Care for Your Business

With C1's managed services, you don't have to choose: the right Unified Communications solution will be tailored to your needs.

C1 Total Care is a comprehensive solution designed to alleviate IT burdens by augmenting your team and optimizing your Unified Communications strategies. We can do the hard work for you; we can modernize your legacy systems by connecting you with top-of-the-line communications solutions, and set you up for success with the right support. Our team of experts provides everything you need from 24x7x365 technical support, to proactive management and monitoring to flex service account support.

Personalize your communications solution with C1.

Take Action Today

Ignoring the problem only increases the risks. Take control with C1's proactive security solutions.

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