



# THE PATH TO EVOLUTION

## PRACTICAL STEPS FOR BUSINESS READINESS AND RESILIENCE

From the speed of modern business to the rapid response to COVID-19 enabling millions of people to work remotely, cloud technology has been at the forefront. At no other point in time has there ever been such a need for the instant availability of IT resources enabled by the cloud than during the coronavirus pandemic.

### **1 / Evaluate Cloud-Based Communications and Collaboration Tools**

UCaaS and CCaaS solutions offer innovation, agility and scale. Providing individuals with the right communications and collaboration tools is crucial to enable an efficient remote working environment.

### **2 / Provide Devices That Optimize Productivity**

Ensure the software-based communications and collaboration services experience includes adequate audio and video communications and noise canceling headsets.

### **3 / Manage the Cyber Risks of Remote Work**

While digital tools offer excellent support for remote workers, shifting work patterns on such a massive scale can have serious unanticipated implications for IT and cybersecurity. Companies need to assess the core IT infrastructure for remote working, secure applications and devices for the remote workforce and embed cybersecurity into business continuity plans.

### **4 / Put a Business Continuity Plan in Place**

Stay connected and prepared. As governments make significant interventions in response to the coronavirus, businesses are rapidly adjusting to the changing needs of their employees and customers while navigating the financial and operational challenges. Businesses need a plan that contains contingencies for systems, processes, assets, human resources and business partners - every aspect of the business that might be affected.