

A background image showing a man in a plaid shirt sitting at a desk, working on a laptop. A small dog is sitting on his lap, and his hands are resting on the dog's head. The image is overlaid with a dark, semi-transparent layer.

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.



Cloud Compute

- IaaS
- Cloud Servers
- Co-location
- Public Cloud
- Hybrid Cloud
- Private Cloud
- Cloud Storage
- Cloud Backup
- CDN



Managed Services

- ITaaS
- Virtual Desktop
- Workspace
- Helpdesk
- Disaster Recovery
- Business Continuity
- Managed Services
- Mobile Device Management



CaaS

- Unified Communications
- Hosted Voice
- Collaboration Tools
- Hosted Contact Center
- SIP Trunking



IoT/Wireless

- Wireless
- Sensors
- SIM Services
- Monitoring and Escalations
- Analytics and Dashboard
- TEMs / MEMs



Network/SD-WAN

- MPLS
- DIA
- PRI and POTS
- Fixed Wireless
- Managed SD-WAN
- Broadband Aggregation
- Application Acceleration
- Dynamic Connectivity



TECHNOLOGY PILLARS

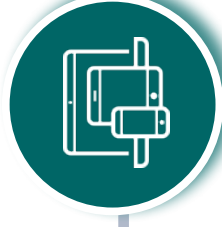
Professional Services

ScanSource Services • Salesforce • Cloud Compute
Contact Center • Security • Project Management



Managed Security

- SECaaS
- Physical Security
- UTM
- Managed Firewall
- DDoS Mitigation
- Compliance Audits
- Pen Testing
- Endpoint management
- 24/7 Monitoring
- Professional Services



Devices

- POS/Barcoding
- UC and Collaboration
- Physical Security
- Mobility
- Networking
- 4G/5G/WiFi