Ten reasons why UCaaS and cloud networking work more effectively together to triple your performance

On**X**
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Technology, covered.

In the food service and retail industries, serving a great meal or resolving a client issue look and feel the same—it all comes down to effective communications. Yet given the issues C-level executives face—tight budgets, growing pains, the challenges of seamlessly connecting multiple sites, and the relentless churn of technological upgrades—satisfying clients can feel nothing short of a magic act. That's why savvy executives understand that they can ill afford to ignore strategies that offer them the highest level of performance and powerful scalability while lowering total operating costs.

Cloud networking offers CIOs limitless opportunities to advance to the next level of performance not afforded by the legacy IT practices that rely on a traditional ownership business model. But the myriad of cloud networking options that executives face when they decide to migrate to the cloud often obscures an important fact: the complex nature of the food service, restaurant, and retail sectors requires strategies that address enterprise communications and collaboration as well as cloud networking. OnX Canada packages Unified Communications as a Service (UCaaS) with managed cloud Network as a Service (NaaS) to triple performance.

Let's review the top ten reasons why C-level executives turn to OnX for their cloud networking strategies:

#1 Support their existing PCI compliance tools.

The sheer amount of credit card transactions in the food service and retail sectors makes protecting client data a huge security challenge. OnX NaaS solutions reinforce a client's PCI compliance tool-set with state-of-the-art Intrusion Detection (IDS) and Intrusion Prevention (IPS) Systems. Its robust anti-malware products guard against online threats to data integrity. Its network segmentation strategy creates a more secure network by limiting attack options—making it more difficult for an assault on your entire network.

#2 Leave cloud migration to the experts.

The OnX cutting-edge Auto VPN technology takes cloud networking to a new level. Now companies can connect their satellite offices at a lower cost without sacrificing performance. The OnX NaaS dashboard provides food service and retail management with a continuously updated single-pane-of-glass view. They can track their total network visibility and assess how their IT key metrics and performance indicators are aligning with their business goals and priorities. Being able to quickly adapt to changing conditions is critical to keeping your business on track, and the NaaS dashboard offers managers continuously updated performance data so that they can make decisions to modify devices and policies based on the most up-to-date information about all sections of their network—wired, wireless, physical, and virtual resources. Visualizing operational expenditures across the full spectrum of IT services offers strategic advantages not available when these services are provided a la carte from a variety of vendors. The OnX UCaaS and NaaS solutions cover:

- VoIP
- Phones
- Long distance
- Collaboration applications
- Integrated contact center

- Networking
- Firewall
- Access points
- Security cameras

#3 Manage the complexities of the evolving food service, restaurant, and retail environments with OnX integrated IT operations.

No IT environment can inoculate itself entirely from the day-to-day operational risks inherent in data operations. Processes fail, and even acting from the most informed decisions doesn't guarantee success. Investing in cloud-based integrated solutions that are optimized for dependability and security frees management to concentrate on those business functions that are most related to their core expertise. Additionally, managers can look forward to those cost savings and efficiencies that come when all of their sites are managed and monitored by the same staff, and from anywhere around the world.

#4 Help owners concentrate on their core expertise.

Canadian food service and retail industries are evolving at warp speed. Owners are finding that their legacy IT operations are frequently unable to keep pace with the mounting pressures of storage limitations, security concerns, network capacity, and their physical and online operations that often contend for limited resources. Additionally, few companies can afford to continuously train their IT professionals, who are often over-stretched in order to serve multiple locations. Investing in a team of OnX highly-trained professionals is not a luxury. Rather, it reflects an awareness that a consistent level of expertise, plus staff on duty 24x7x365, is needed to effectively manage the complex infrastructure–such as contact center, social media, chat, and e-mail channels–that support the food service and retail industries today.

#5 Help owners predict monthly costs.

With rapidly changing voice, data, and network technologies, obsolescence is a matter of when, not if. And the timing can wreak havoc to the most carefully-planned budgets. The NaaS and UCaaS utility pricing models eliminate those uncertainties by providing predictable present and future costs. Scaling up can be done on demand, and hosted communications enable companies to launch new applications without having to spend dollars on capital investments for new equipment. Knowing in advance monthly fixed costs for equipment and management allows management to stay focused on how to grow their business, instead of being preoccupied with how to keep the lights on.

#6 Avoid vendor sprawl.

With an ever-expanding universe of products and services to choose from, it's understandable that executives often feel overwhelmed not only with the choices they have, but also with the promised solutions they offer. But that's only part of the problem. Bringing a variety of vendors onboard too often brings a patchwork of service agreements and the potential for incompatibilities among disparate technologies. OnX provides a single-source solution with its integrated communications, and data operations manned by our highly trained IT professionals eliminates vendor sprawl. Streamlined points of contact free owners to focus on their core goals instead of juggling the demands of an army of vendors.

#7 Avoid sacrificing performance by containing cost.

When faced with IT emergencies in an environment of constant change, it's not hard to understand why managers choose short-term, low-cost solutions. The problem is that these solutions often mask future challenges: While solving an immediate problem, they can hide the reality of longer-term costs. Even in the most benign scenarios, cash-strapped owners can encounter the same dilemma. They delay upgrades in order to contain costs in the short term. Down the road that strategy can boomerang, creating costly emergencies.

Entrusting that planning to the OnX team of experts ensures that growth can happen in a controlled and strategic way, using our Utility Pricing Model that makes upgrades and other enhancements manageable, cost-effective, and timely with the latest features available immediately after a new release. Management can also rely on its long-standing leadership in enterprise operations to understand the ROI equations for investing in that growth.

#8 Avoid keeping track of all moving parts.

Ask food service and retail industry CIOs to share their visions for the future. While their timelines may vary, their wish-lists are similar: They want an environment where their mobile solutions, web conferencing, VoIP, contact centers, and collaborative efforts all work seamlessly to deliver the best client experience. That's a big vision that comes with its own challenges. Because when the rubber meets the road, all these efforts are moving targets that, without state-of-the-art coordination, can have a domino effect—with unintended and often negative consequences. Let the OnX UCaaS and NaaS solutions keep track of all these moving parts so that you can focus on the tasks that will allow you to realize your company's vision.

#9 Grow better and faster.

Nimble, agile, and flexible—these are the adjectives that tend to define forward-looking companies in the food service and retail niches. And it takes all three to manage those visions that include expanding to multiple locations. To expand successfully, CIOs increasingly look to the power of NaaS to overcome the shortcomings of traditional MPLS networks. OnX NaaS solution has the proven ability to cost-effectively scale to meet the needs of your business since it can connect an unlimited number of branch locations. This ability gives business owners the flexibility to address the specific needs of different locations over any type of connectivity. NaaS also offers a powerful alternative to enterprise WAN. When given the chance to evolve from the reality of expensive bandwidth and rigid architecture, CIOs are choosing to implement NaaS solutions. OnX enables transformation of retail and food business for the digital age, delivering enhanced client experiences, increased associate productivity, and improved business operations—all while mitigating risk and managing security.

Feedback from clients who are currently using UCaaS shows that they appreciate its:

• Easy deployment and provisioning.

• Ability to scale users for contact centers and seasonal deployments.

• Ability to replicate stores quickly by applying the same UCaaS package of network, phones, switches, APS, firewalls, voice, and other applications.

#10 Harness the power of data collection.

Business intelligence tools are only as good as the data they choose to use. OnX Wi-Fi Analytics (NaaS) identifies and analyzes data that can uncover the weaknesses of current business practices as well as highlight the practices that are working well. In an industry that relies so heavily on client satisfaction, OnX analytics can be easily integrated into contact center solutions to uncover traits for a more personalized shopping experience, track the effectiveness of client loyalty programs, show traffic trends, and launch targeted and timely push notifications and promotions. It's the strategic solution that should be on every CIO's desktop.

For CIOs who won't settle for anything less than the highest level of performance, migrating to the cloud is a business imperative they cannot ignore. OnX UCaaS and NaaS triple performance by providing scalable and agile business solutions while lowering total operating costs.

Contact a UCaaS cloud communication or NaaS cloud computing expert at OnX today.