Top 10 Cloud Security Questions to Ask Your Customers

Security in the cloud is a topic that continues to arise as far-reaching data breaches affect businesses and end users across the globe.

Database breaches are topping the news headlines with some of the most troubling being:

- Experian (credit agency) – 200 million records
- U.S. voter database – 191 million records
- eBay (online auction) – 145 million records
- Heartland (payroll processing) – 130 million records
- Anthem (health insurance) – 80 million records
- Target (retailer) – 70 million records

With numbers like that, it should come as no surprise that the biggest insider threat keeping business owners up at night is the fear of an inadvertent data breach or leak, according to the Insider Threat Spotlight Report, 2016.

Despite the questions these incidents raise, the transition to the cloud-computing model continues to accelerate — thanks to the agility and scalability benefits to be gained.

As an IT service provider, your interest in cloud security may range from evaluating security provisions as a potential consumer of cloud-based services to assessing the security preparedness of potential partners.

Regardless of the role you play, knowing the questions to either ask — or be prepared to answer — is key to the success of your cloud-based venture.
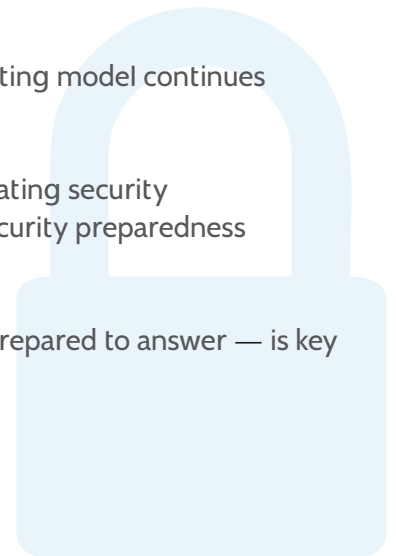
Here are 10 questions to help you get the conversation started with your customers:

1. What are your cloud-migration goals?

2. Have you assessed your current IT infrastructure and identified your technical requirements (e.g. number of applications to be moved, scalability needs and load-balancing requirements)?

3. Do you know how many cloud apps, sanctioned or otherwise, are being used across your company, and how you monitor and control the use of unsanctioned cloud apps and accounts?

4. Do you use Microsoft Office 365, Google Apps, Salesforce, Box, Dropbox, ServiceNow, AWS or other cloud services?

5. What type of solution(s) are the most important to you – business productivity, email, analytics/ business intelligence, collaboration, virtual desktop, web presence, CRM, HR management, help desk, expense management, ERP, financial management, call center?

6. Do you have a process documented to change user rights — increase or decrease — as their roles change, including employee termination?

7. Are your cloud apps compliant with PII/PCI/PHI requirements?

8. What legal and/or regulatory compliance requirements are you held to that we need to be aware of?

9. What is your current data back-up and recovery plan and do you test it annually to identify gaps?

10. Is your current IT staff able to provide the following services: migration, management of multi-cloud environments, remote monitoring, troubleshooting and repair, creation of dashboard to help management understand utilization and costs?

Reseller Recruitment Asset

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Westcon-Comstor (WestconGroup Inc.) is transforming IT distribution with worldwide capabilities in Cloud, Global Deployment and Services, and category-leading Security, Unified Communications and Collaboration, Networking and Data Center technology Practices. The company works with its global partners to deliver results together by combining expert technical and market knowledge with a uniquely collaborative engagement model. Westcon and Comstor are the company's go-to-market brands, offering customers a strong portfolio of market-leading and emerging digital and physical products and services.

About Westcon-Comstor Security

When information falls into the wrong hands it's more than just a data risk, it's your customers' reputations that are at stake. As the leading global security distributor, we know security will always be a key technology since it encompasses and protects all of the industry.

The Westcon-Comstor Security Practice provides you with the portfolio, tools and support you need to safeguard your clients' information and reputations. Through our expansive global network, decades of channel experience, and an innovative physical and digital distribution model, our Security team tailors solutions to help you capture more revenue.

To learn more about how we and our partners can help your cloud business thrive, contact us at

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