

ASSESSMENT

MIGRATING A BUSINESS TO THE CLOUD

ASSESSMENT

Please answer the following questions to help your IT partner begin planning your cloud transition.

What department(s) do you believe cloud solutions will help? Check all that apply.

- | | | |
|---|--|---|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Facilities | <input type="checkbox"/> Marketing |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Sales |
| <input type="checkbox"/> Engineering | <input type="checkbox"/> IT | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Executive | <input type="checkbox"/> Logistics | |
-

What type of job functions do you believe cloud solutions will help? Check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Business Intelligence and Analytics | <input type="checkbox"/> Education and Training |
| <input type="checkbox"/> Collaboration | <input type="checkbox"/> Operations |
| <input type="checkbox"/> Communication | <input type="checkbox"/> Productivity Enhancements |
| <input type="checkbox"/> Data Management | |
-

On a scale from 1 to 5, 1 being strongly disagree, 5 being strongly agree.

- | | |
|--|---|
| <input type="checkbox"/> The solution will need to scale with time. | <input type="checkbox"/> We need to modernize our IT systems and applications. |
| <input type="checkbox"/> Users will prefer a simpler user experience with some functionality. | <input type="checkbox"/> We want to improve our staff experience with our IT systems and applications. |
| <input type="checkbox"/> Users would be willing to trade a simpler user experience for more functionality. | <input type="checkbox"/> We want to reduce our IT department's time spent on routine maintenance and troubleshooting. |
| <input type="checkbox"/> My IT Department has a high level of IT expertise. | |
| <input type="checkbox"/> We are close to where we need to be with IT. | |



THINGS TO DISCUSS AND DOCUMENT WITH YOUR IT PROVIDER

How do you assess speed, reliability and overall performance?

How does the service level agreement (SLA) handle performance requirements?

Are there “good, better, best” tiers of features and capabilities?

How will you determine how the cloud solution will integrate with our other IT systems, applications or processes?

How is customization handled?

What are the mobile or remote capabilities of this cloud solution?

What tradeoffs exist between capabilities and ease-of-use?



CLOUD DATA STORAGE

What redundancies are built into the system?

Are there guarantees to protect my data against security breaches or leaks?

What is the backup and disaster recovery plan?

How is my data protected? What methods are used?

Who else can access the data locally and globally? (Insiders, other firms, government agencies, etc.)



SUPPORT

How is support provided (phone, email, IM)?

Is emergency support available 24/7?

What can the user expect from the help desk?

Is there a user forum or other self-serve repository of FAQs?

How are complex questions escalated and are there SLAs in place?

What type of training is provided to ensure the staff gets the most out of the investment?



CLOUD SERVICE PROVIDER EXPERTISE

How does the service provider's IT team stay current with new cloud technology developments and trends?

What members of the team will be working on the project? Will this change over time?

What relevant industry credentials or certifications, if any, does the IT firm or team have?

What is the IT firm's level of expertise with the regulatory compliance requirements for my industry?

If the user is required to provide an audit trail to demonstrate compliance, how will this be handled?

Does the IT firm have any customers that are in a similar line of business as mine?



COSTS AND CONTRACTS

What is the fee structure?
Are there any extra or hidden fees?

Is there contract flexibility, such as the option of annual or monthly payments?

Is there a cap on how much rates can be increased?

What happens if the user wishes to terminate the contract?

How will the user get their data back?

Will the user need to purchase any additional infrastructure, software, etc. to use this solution?

Are there comparisons showing the cost of on-premise vs. cloud solutions over time?

Are there case studies or ROI assessments to help the user understand the cost/benefits of this proposed solution?



Let's Get Started Delivering Results Together

**Westcon-Comstor is ready to help you
realize cloud success.**



westconcomstor.com



[connect on linkedin](#)



[follow us on twitter](#)

Westcon-Comstor (WestconGroup Inc.) is a value-added technology distributor of category-leading solutions in Security, Collaboration, Networking and Data Center. We are transforming the technology supply chain through our global capabilities in Cloud, Global Deployment and Services.

© 2017 WestconGroup. All rights reserved.