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What ScanSource partners should ask to **stay in the game with cloud and carrier solutions**

TECHNOLOGY SEGMENT	Cross-Selling MANAGED SERVICES Questions to Ask	Cross-Selling CaaS Questions to Ask	Cross-Selling IoT/WIRELESS Questions to Ask	Cross-Selling NETWORK/SD-WAN Questions to Ask	Cross-Selling SECaaS Questions to Ask
CLOUD COMPUTE	What is your strategy for moving applications to the cloud, or what issues do you have when managing your own data center?	What business applications need to integrate with this? What is your cloud strategy for them?	What is your strategy for storing data or running the application? What metrics and business analytics do you need to make strategic decisions?	Of the locations we discussed, do any connect to a data center? What are your plans for that data center? Are you investing more in the cloud?	In addition to your local LAN and WAN, are security measures in place for links to cloud environments and the applications being hosted there? Are security measures added to your cloud solution to protect your company's brand, financials, and proprietary data?
MANAGED SERVICES		Sounds like this is important. Do you have a DR plan in place to ensure your applications continue running during a disaster?	What are your plans for application development or analysis of the data gathered?	For the IT staff you have in place, is it more important that they're operational or innovative?	Does your IT staff also manage security? What education and training are needed? Are there compliances of which all users should be aware?
CaaS	I understand you currently manage your PBX. Is there a need to upgrade this anytime soon? If so, do you plan to explore a cloud solution?		When a sensor gets triggered, how are you capturing that event? Who is alerted and what is the path to resolution?	Is this new network meant to help with an on-premises or hosted VoIP solution?	For communications, do you have compliances that may impact encryption decisions and voicemail retention? Is your communications platform secure?
IoT/WIRELESS	Does your business plan utilize IoT to help with operational efficiencies and/or market penetration?	Have you explored an IoT that can interact with your contact-center solution to improve operational efficiency?		For backup and redundancy, have you considered wireless? (For disaster avoidance, have you considered a 4G LTE backup solution?)	Are all IoT devices and wireless points of entry fully secure? Could adding IoT increase physical security?
NETWORK SD-WAN	When was the last time you evaluated your WAN? Are you aware of new technologies that can help your network perform better?	Do you plan to increase connectivity for this environment? Have you explored SD-WAN? What type of network redundancy is designed?	Additional traffic will occur, so how will your network handle the additional load? Where will that data be stored?		How are security and security operations center analytics transported? Is that network resilient and secure? Are unmanaged or "rogue" internet points of entry allowing access to the network?
MANAGED SECURITY SECaaS	Do you feel that the security policy you have in place could block an attack? If not, why?	We talked a lot about your overall environment. What does your security policy look like?	What is your plan to ensure that your security strategy stays solid and doesn't become vulnerable from the additional endpoints and traffic?	How important is it for your company to have a secure network?	How will you protect that traffic and data?



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