



7 Tough Security, Compliance and Reliability Questions to Ask your Communications Provider

While every company has different needs, here are some good conversation starters.



Security is a priority

With legislation and requirements around data protection and security changing all the time it's important that you can trust your business partners to look after your interests. At NSL our customers security is a top priority, that's why we've partnered with 8x8 who have a proven track record with encryption and data protection.

Here are some quick questions you can ask your provider to see if the service they are offering you is fit for business.

1. What has your communications company done to ensure its own compliance?

For communications providers, compliance is an extensive, ongoing process. First, they must make sure their company complies. 8x8 goes farther to verify that their own chain of third parties is also compliant with pertinent regulatory requirements. NSL is regulated by OFCOM and is a registered Digital Infrastructure Provider.

2. Do you have a dedicated security and compliance officer?

Having a dedicated compliance officer on staff is a strong signal that the provider you are doing business with prioritises security and compliance. For example, 8x8 has a Chief Information Security Officer, and a Security and Compliance officer with more than 20 years of experience.

3. Which security and compliance regulations and standards do you support?

Depending at least in part on your needs, providers may have to meet a medley of standards and regulations. In the UK the main ones are the General Data Protection Regulation (GDPR), G-Cloud, Cyber Essentials Plus and ISO 27001 and ISO 9001 standards though there will undoubtedly be more as a more permanent post Brexit position is defined. NSL are happy to advise on any and all applicable regulations.

4. Has your compliance been assessed by independent experts? If so, who did the assessment?

Look for third party verification by respected experts so that you don't jeopardize your own company's compliance. 8x8 leads the market in security compliances and routinely submits to evaluations by independent auditors to verify uninterrupted compliance.

5. What kind of failover capabilities does your service provide?

It is a good practice to have failover between multiple data centers. 8x8 offers seamless failover capability for 8x8 phones. In the event of an issue with the data center, communications automatically and seamlessly fail over to the next-closest data center.



6. What methods do you offer for business continuity?

When natural disasters or outages strike, you want to be able to keep going, so look for service providers who offer multiple ways to stay connected. Because 8x8 solutions are available through any browser, your communications solution operates securely without interruption. Calls can be forwarded to other sites and can be moved by transporting your IP phones to any other site with an Internet connection.

In addition, your 8x8 phone service can run securely on employees' personal smartphones using the 8x8 mobile app.

7. What makes us better at responding to emerging security threats and issues?

8x8 own their technology stack and prioritize their customers' security needs. With one platform for voice, video, and chat, their services are developed with security in mind. They assess their own infrastructure frequently to identify emerging vulnerabilities. When fixes are needed, they quickly resolve and transparently communicate with their customers without waiting on third party technology providers to patch their components. On top of this NSL Telecoms employ a dedicated support desk who deal directly with all network partners on behalf of our customers meaning you can focus on your day job while we rectify any issues you are having.

WHAT NEXT?

Contact your provider and ask them the tough questions. If they can't provide the answers. Call us and we'll happily discuss them.

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ABOUT NSL TELECOMS

NSL Telecoms are a Digital Infrastructure Provider, registered with Ofcom. We simplify the complicated world of Telecoms so our customers can focus on what they do best. We offer agile solutions based on our partners needs and contractual and technical flexibility which suit their requirements.

ABOUT 8x8

8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter.

