



WHY **NORTHLAND** MAKES SENSE AS YOUR **UCAAS** PROVIDER



The benefits of moving to a UCaaS (unified communications as a service) cloud-based platform for communication needs are abundant. Cloud solutions tend to be more scalable and customizable, have easy integration, and require less maintenance.

When analyzing the present and future state of your technology needs, it is important to have a carefully crafted strategy and consider what platform and provider is best for your business.

What To Look For in a UCaaS Solution

While there are many different factors to consider when determining which solution is right for your business, you should consider the following:

- **Business continuity** – both when migrating to your new system and being hosted on the cloud infrastructure, your UCaaS solution should require little to no downtime
- **Features + Integration** – To get the most out of your solution, look for someone who provides valuable features such as software integration, file sharing, team chat, collaboration tools and more
- **Seamless user experience** – If your platform is challenging to use and unable to do simple things, your employees may abandon it. You need a user-friendly solution that is easy to manage and is adaptable to teams of all abilities
- **Security + Compliance** – Every business has concerns about data security. If you happen to be in an industry with strict regulations, your provider must be able to meet your needs regarding encryptions, firewall parameters, and compliance certifications

Why Northland Makes Sense

Northland's UCaaS solution, Business Unlimited, integrates all your business communication and collaboration needs in a single, easy-to-use platform. With voice, video, team messaging, and a host of business app integrations, Business Unlimited is a secure cloud-based unified communications solution that can be deployed and scaled up or down in minutes.



When you choose Northland, your team can work from anywhere on any desktop or mobile device. Consolidating communications brings all your teams together, streamlining collaboration and enhancing productivity to help you achieve business results and maximize ROI.



Reliability + Business Continuity – You'll stay connected

The reliability of your UCaaS system is everything. Northland's network offers best-in-class reliability by creating performance redundancies that protect against downtime. We partner with Arista to provide the highest reliability and security in the industry. The same level of reliability that captured the attention of companies like Amazon, Google, and Netflix to choose Arista. It gives us better support in seconds, reduces costs, wastes fewer resources, and increases access to your business when most needed. We make the migration process as efficient and painless as possible and have helped over 1100 clients successfully migrate their on-premises services to our cloud-based solution.

Security – Your information will be protected

Northland handles all security measures that keep your sensitive business data safe. Our data and network switch centers are monitored 24/7, are fully redundant in design, and have weekly vulnerability assessments to ensure our systems are fully protected. Northland's UCaaS solution is also encrypted end-to-end and HIPAA compliant, meaning you don't have to worry about endpoint security of multiple user devices. End-to-end encryption is the most secure way to communicate privately and securely online.

Guaranteed Service – Get help fast










A recent report showed that 85% of decision-makers value guaranteed service when comparing like technologies which tells us that technology providers need a customer support team that resolves questions and problems quickly and offers multiple communication channels. With Northland you experience unmatched customer support. We understand how disruptions can negatively impact your business which is why our help line wait times average 50 seconds or less. We also have 1-hour on site response times and complete trouble ticket resolutions within 48 hours.

Features + Benefits – Everything you need in one place

It's important to consider the functionality your businesses require when choosing a UCaaS solution. Northland's Business Unlimited offers all the key functions you'd expect you would expect like call recording, video conferencing, webinar capabilities, team chat, and collaboration tools. These features give your business mobility and flexibility that premise-based systems cannot. Facilitate all your communication-related business needs in a single platform without having to manage and maintain separate business phone systems. Also, since it's hosted in the cloud, it can scale up or down to suit any size business.

Next Level Technology

Business Unlimited is powered by the same technology as Zoom and RingCentral and 8x8. Why partner with a national provider when you can get the same features AND local support?

FEATURES	NORTHLAND	8X8	RING CENTRAL	ZOOM
 Cloud-Based Business Phone	✓	✓	✓	✓
 Video Meeting Capabilities	✓	✓	✓	✓
 Team Chat Capabilities	✓	✓	✓	✓
 Webinar Capabilities	✓		✓	✓
 SMS Text Messaging	✓	✓	✓	✓
 Call Recording	✓	✓	✓	✓
 Advanced Contact Center	✓	✓	✓	
 24/7 Support, with 1-hr Response Time	✓			
 Real, Local People, no AI or long waits	✓			



5-Star Local Service

100% of Northland Communication's employees are located right here in Central New York. Our customer service is rated 5-stars on Google.



From the initial sale, set up and customer service - everything has been exceptional. Any question that arises, the turn around time for troubleshooting has been fantastic.

Great local company!

- Donna M. Gustin



In my business, communication and connectivity are everything. Northland Communications has been our service provider for more than 20 years...we consider them our business partners.

- Michael O'Shea

Northland Makes Communication Effortless

Why switch to UCaaS? UCaaS solutions offer significant benefits for small businesses or large enterprises looking to consolidate their communication structures. As workforce trends continue to shift, businesses must find cost-effective solutions that facilitate better teamwork and productivity in a remote environment.

A unified communications platform like Northland's Business Unlimited provides modern businesses with the flexibility, mobility, and scalability they need to create collaborative workplace cultures, streamline operations, and—ultimately—deliver better customer experiences.