

# Business connectivity checklist



## Small Business Help Guide



**Location** - It is important to understand what technology types are available and suitable for your location. The RTH can develop a bespoke report for your individual address.



**Budget/cost** - What are you willing to spend on monthly plans and equipment set-up?



**Speed** - This will affect how many devices can be operated simultaneously. Do you require higher upload speeds due to cloud phone systems or complex graphic-based solutions?



**Usage** - How many people and devices will your business connect to the service?



**Data** - How much data do you require monthly? Streaming multimedia (videos or large file downloads) uses high levels of data. Fortunately, many services offer unlimited plans.



**Latency** - High latency can affect some VPNs and cloud systems.



**Support required** - How much support will you require? Many providers offer in-store or call centre support, while others offer only app-based support.



**Service Level Agreements (SLA)** - Does the provider offer SLA options that guarantee uptime and performance? Is there additional priority support for service issues.



**Static IP addresses** - This is essential for hosting servers and setting up VPNs.

### Additional connectivity business questions:



**Extra equipment** - How big is the workplace and where will you require wi-fi? Solutions include mesh wi-fi or point-to-point systems to extend the wi-fi coverage.



**Backup solution** - Does your business have a backup solution if the connectivity from the main service drops out?



**Existing equipment compatibility** - Will your payment systems, security cameras, printers etc. work on the new connection?



**Power backup** - Will your connection work if the power goes out? Would an uninterruptible power supply (UPS) or generator keep you online?

