The Ultimate Wireless Checklist
for Seamless Connectivity

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When transactions, operations, and communications are all digitally linked, the mere thought of lost connection can be terrifying. **Even a few hours of downtime can have a catastrophic impact** on revenue, productivity, and customer trust.

With an interconnected world, stable connectivity, whether you are in the field or the far reaches of a warehouse, is a must. But the stark reality is that wired connectivity can't reach everywhere your business needs to be. And even the most stable wireline connection can encounter an outage.

Enter wireless connectivity. Wireless can ensure your business remains resilient, agile, and uninterrupted in the face of connectivity turmoil. Investing in a robust wireless infrastructure is not just prudent but also necessary for forward-thinking enterprises.

Selecting the right wireless partner can mean the difference between seamless connectivity and continuous operational interruptions. This comprehensive checklist guides you through the critical considerations for evaluating potential wireless broadband or backup service providers.

Coverage

Ensuring you have coverage for all your business locations without compromising service quality is essential. **In 99% of the world, it will take multiple carriers to cover one country**. Questions about coverage area and redundancy options will help determine if your partner can offer ubiquitous service. Inquiries into uptime statistics help gauge the network's dependability.

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- How extensive is your coverage area, and does it encompass all our business locations?

- Can you offer service across multiple carriers in each country requiring service?

- How does your service proactively monitor network health and respond to disruptions, particularly in the context of automatic failover?

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provides a "single pane of glass" with real-time insights, detailed analytics and reports for informed decision-making.

Compatibility and Adaptability

Implementing new wireless technologies should not disrupt established processes. It's crucial that these solutions work in harmony with your existing IT infrastructure, ensuring smooth and uninterrupted business processes. Additionally, integration should be designed to support and facilitate your growth, providing the flexibility needed to expand and adapt without constraining your future possibilities.

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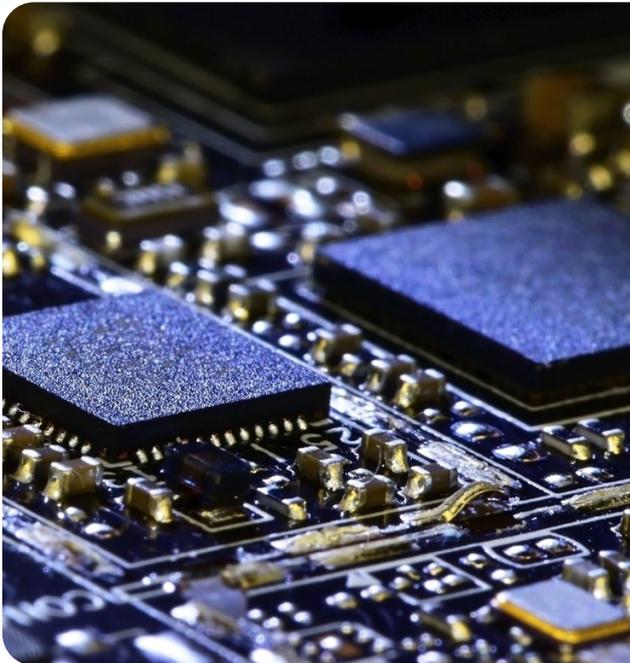
- What brands and models of hardware do you support? Are your solutions flexible enough to meet the existing architecture – including IP addressing options?

- What is your approach to scaling services to accommodate our business growth, such as adding new locations, increasing bandwidth needs, or increasing data?

Speed and Performance

Whether you're considering wireless as your main connectivity solution or as a failover option, the service's speed, performance, and reliability are critical. **Evaluating whether a provider can deliver the rapid and consistent internet access your business requires is essential**. Determining this provider's capability to meet your needs for seamless and dependable connectivity.

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- What average download and upload speeds can we expect during peak business hours?

- How do these speeds compare with other connectivity options, particularly in high-traffic periods?

Data Allowance and Management

Flexible, sufficient data plans that align with your business needs are non-negotiable. Questions in this section will help you determine the availability of data plans and the feasibility of pooling data across different accounts or locations. This can be invaluable in ensuring your wireless solution is judiciously allocated and aligned with business needs.

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- What data plans do you offer, and can they be tailored to our business needs?

- Is data pooling across multiple accounts or locations an option, and what are the implications of exceeding data limits?

- Do you provide a single, worldwide rate plan solution?

- And can you offer that same solution to support multiple carriers in each country?

- How is SIM management simplified with your service, especially when managing multiple SIMs?

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will put the power for SIM management directly in your hands, simplifying SIM activation, management and data allocation across network devices.

Installation and Setup

Installation and setup at your business directly affect the speed at which you can become operational. Understanding the installation process, associated fees, and the timeline for activation will help you plan effectively and avoid potential operational disruptions.

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- What support is available for self-service installation and activation?

- How does your service adapt to diverse operational environments, including retail spaces, outdoor installations, and mobile units?

- Can you support the installation process and equipment delivery worldwide?

- What are the installation fees, and what timeline can we expect for service activation?

- Do you provide a site survey report and final deployed solution documentation, including equipment installed on activation?

Backup Solutions and Redundancy

When considering wireless for backup and redundancy, you cannot afford any downtime. This section's questions are designed to evaluate the provider's capability to offer **seamless continuity of service in the event of a primary service failure**, ensuring that business operations can continue without interruption.

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- Can your provider offer you multiple carriers to support failover?

- Where is the wireless failover decision made? Does that solution automatically fail back?

- Can you share real-world examples where your system successfully prevented downtime?

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will have seamless connectivity worldwide through various local providers, eliminating the need to manage multiple contracts in multiple currencies.

Customer Support and Management

Quality customer support can give you peace of mind and demonstrate the commitment to client satisfaction and service reliability. **Setting clear expectations for management and support will help ensure your quality of service** and recourse in the case of service disruptions are clear and aligned with your business needs.

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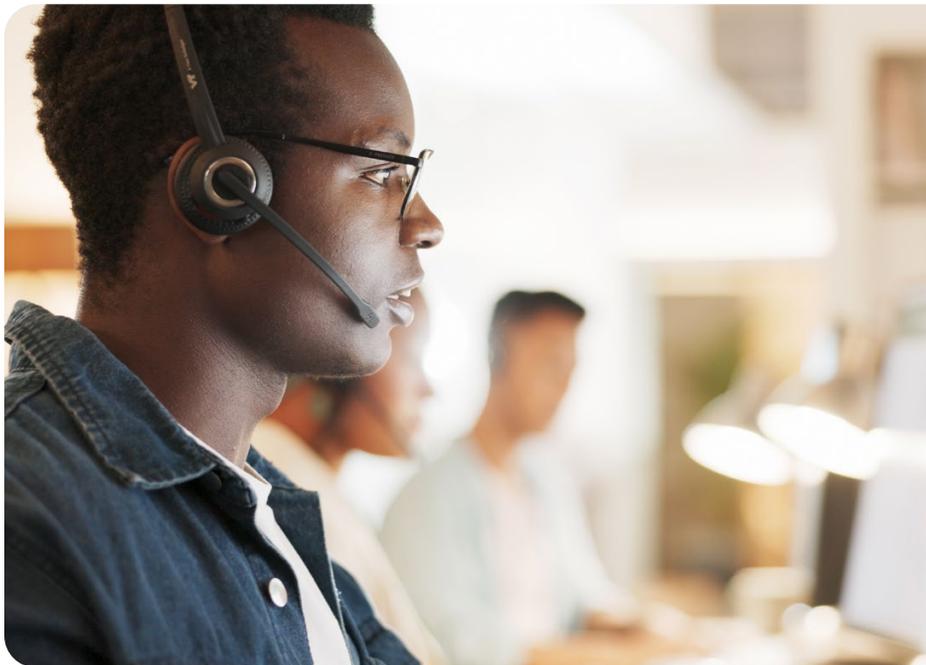
- **What levels of customer support do you offer?**

- **Do you offer monitoring or management of your wireless services and equipment?**

Pricing and Contracts

No list is complete without addressing the financials. Understanding the budget requirements involved, including contract terms, pricing structure, and any hidden costs, will be crucial for making an informed decision.

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- Do you offer a range of rate plan options to fit my business needs across countries and carriers?

- Can you provide the wireless services and equipment as a monthly charge?

Addressing these questions with potential providers can help ensure you select a partner that offers the best mix of coverage, reliability, performance, and support. Such a partnership will not only meet your current needs but will also adapt to your evolving requirements.

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To discuss your wireless solution
with our team of experts

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