

Cloud Provider Checklist

There are numerous cloud providers out there, and it is a daunting task to know what to look for and then to try and compare apples to apples to make sure you aren't getting taken advantage of, to know that the platform is secure, and to be positive that it will be a good solution for your firm.

Below are groups of questions to be sure to ask any cloud provider that you are considering using at your firm. By no means is this list exhaustive, but it is a starting point for further conversations that will bring to light the details of the solution you are exploring.

Security

- ✓ Is the datacenter HIPAA, ITAR and PCI compliant?
- ✓ Is the datacenter regularly assessed by several Defense Agencies in the Federal and State governments?
- ✓ Is there dual encryption?
- ✓ Is there built in redundancy?
- ✓ Does the company offer protection for the local workstations with antivirus, monitoring and Internet security?
- ✓ Is the data in transit SSL encrypted?
- ✓ Even though the data is already offsite, are there additional backups included?
- ✓ Is it your own PRIVATE cloud? Do they ensure that no one else has access to it and is dedicated to only you, or are they using multitenant/shared servers?
- ✓ Is email security and archiving included?
- ✓ Can you still keep the same security permissions and user rights that I have with my onsite network?
- ✓ Is the entire platform safe if another company downloads a virus?
- ✓ How would you get access to your data in the event you wanted to move off the cloud, your cloud provider went out of business, or you move to a different cloud?

Cloud Provider

- ✓ How long has the company been in business?
- ✓ Have you checked at least five different references of companies similar to yours that are on their cloud platform?
- ✓ Are they financially viable?
- ✓ Do they have E&O insurance?
- ✓ Are they familiar with your specific industry?
- ✓ Do they help you assess, plan and build a cloud specific and customized to your firm's needs?
- ✓ Do they provide a POC (Proof of Concept) before moving to the proposed cloud solution?
- ✓ Do they insist on a Cloud Readiness Assessment before giving you a proposal?

Contract

- ✓ How long is the term of the contract?
- ✓ Does the contract auto renew without you being notified?
- ✓ What is their SLA?
- ✓ Does it specifically state who owns the data and ultimately who has control over it?
- ✓ Is their pricing transparent?
- ✓ What is their pricing based on, and how will it affect your monthly bill?

Support

- ✓ Do they answer their phones live?
- ✓ Are their help desk services included, or is it an additional cost?
- ✓ Are they able to send a live body to your office if needed?
- ✓ Are their help desk/support employees of the IT/cloud company?
- ✓ Do they offer ongoing training?
- ✓ Do they have a ticketing system?
- ✓ Do they offer 24x7x365 support?

Be sure to ask your potential cloud provider all of these questions and get their answers so that you can know that you are evaluating a solid, secure and reliable cloud solution.

Interested in learning more about the WAMS Cloud Connect platform?

WAMS designed an all-inclusive cloud platform that enables you to **securely** access your entire network at any time and on any device. It's customized to fit your specific needs, budget and requirements and enables your firm to operate more productively.

Contact us today to learn more about our solution and to see a demo!