

Vendor Evaluation

Business and IT leaders should have an easy way to assess connectivity options in today's chaotic landscape.

We created a vendor evaluation checklist to help overstretched leaders compare providers based on the most impactful criteria for their organizations.

Others	FirstLight	
Enhanced Ethernet Options (included in standard offering)		
?	✓	Does failover take 100 milliseconds or less?
?	✓	Is there diverse signaling?
?	✓	Are there dual fiber routes?
?	✓	Is full bandwidth "always on?"
?	✓	Is there a true point-to-point architecture?
?	✓	Is it possible to choose the exact bandwidth needed (10mb increments)?
Additional Services & Value		
?	✓	Do they offer security solutions that protect against DDoS attacks, ransomware, and security breaches?
?	✓	Do they offer access to cloud computing resources or connectivity to hyperscale cloud providers?
?	✓	Do they have backup and disaster recovery options for your data and applications that work in tandem with network connectivity to provide fast replication and recovery?
?	✓	Do they provide Unified Communications/Voice Services?
?	✓	Do they offer additional managed services and expertise to help offload burdensome IT tasks to free up your team for critical technology priorities?
Service Level Agreements		
?	✓	Do you always get the bandwidth you paid for?
?	✓	Are available credit amounts listed out?
?	✓	Are credits applied on the next invoice?
Customer Support		
?	✓	Can most "On-Net" circuits be turned up in two weeks or less?
?	✓	Is instant, on-demand order status available?
?	✓	Does the account team truly care about making customers happy?
Pricing		
?	✓	Is pricing transparent and cost effective?

Once you've completed an initial evaluation of your vendors, your organization would likely benefit from a deeper audit of its technology environment, including connectivity, infrastructure, security, and compliance.