



April 2020

Resources & Advice for Working Remotely...and More

Getting to the cloud and enabling remote workers has taken on a whole new urgency in today's situation. We at Packet Fusion have been working tirelessly to ensure you, our customers, are able to offer the best experiences to your newly mobilized workforces. One of the key statistics we constantly monitor is the number of support tickets opened. For March 2020, we tracked a 100% increase in month over month metrics. The majority of the case increase is related to enabling, installing, troubleshooting, tuning, and providing training for the tools with which we enable a mobile workforce. As an essential business, we are working at 100% capacity with no layoffs, furloughs or mandatory vacations planned. We are here to support you.

We've selected some resources to help you manage the "new normal":

[Work@Home Checklist for Employers](#)

How to get the most out of your existing Mitel system to enable your employees to work remotely.

[5 ways to enable your Mitel system to allow employees to work remotely.](#)

Special Offers

Sorting through vendor offerings can be daunting in the best of times. Right now, it's even more complex with many vendors offering special deals and packages, including 8x8, Dialpad, Genesys, GoToMeeting, LifeSize, Mitel, Ring Central and Zoom. If you are an educator (K-12), a healthcare provider, or a non-profit, you can get RingCentral Office FREE of charge for 3 months. To take advantage of this offer, please [click here.](#)

As a trusted advisor, we have made it our business to know each vendor's strengths and weaknesses, and we are prepared to match your needs and budget to the best solutions.

Check out all of the resources in our [Info Gallery](#). Please contact your sales rep to assist you.



Packet Fusion in the News: TechTarget features Matt Pingatore talking about the demand for working remotely

The screenshot shows a news article from TechTarget's SearchITChannel. The header features the TechTarget logo (an eye icon) and the text "SearchITChannel". Below the header is a large blue graphic of a globe with network connections. The main title of the article is "Channel execs say coronavirus spurs remote work technology".

TechTarget's SearchITChannel, interviewed our CEO, Matt Pingatore, for an article that focused on how the coronavirus is generating demand for remote work technology.

Interest in remote work has sparked demand for a variety of channel offerings. Consulting and advisory services are among those. Pingatore said Packet Fusion is outlining for customers options for working from home or at remote sites. He said clients need help understanding unified communications (UC) and collaboration, noting that the two capabilities can be provided independently or within an all-in-one tool.

- John Moore, Sr. Site Editor, TechTarget

[Read the full article here.](#)

Mitel Offers Path to Migration with Special Pricing Offer

MiCloud Connect



Awarded Best Business Tools of 2019 by Newsweek

As you plan your migration from physical communications to virtual, Mitel is offering a clear, affordable path to transforming your communications. Their two flagship solutions, MiVoice Business and MiVoice Connect, now include many migration discounts, ranging from 25% to 70% (and even free) on selected hardware and software.

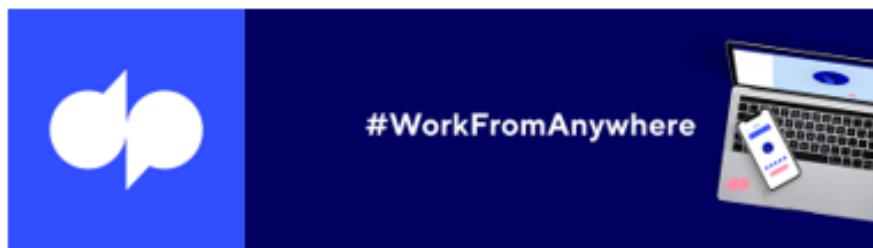
Contact your Packet Fusion sales rep to get all the details.

LDAP-S and what it means for your Mitel system:

As an update to our [previous article](#) on this subject, Mitel is committed to developing the appropriate patch to support LDAP-S for customers on the appropriate version of Connect. The question of the day has been if Mitel will create a patch for 14.2 customers. Mitel has asked Packet Fusion to work with them to find several of our customers to trial the patch they have written. More updates will be provided in next month's newsletter on our progress.

In the meantime, we suggest you review [Microsoft's Advisory Bulletin](#) about guidance of what LDAP-S means for your environment.

Featured Vendor: Dialpad



Dialpad was named a visionary in Gartner's UCaaS Magic Quadrant in 2019, and one of the best business phone systems of 2020 by U.S. News & World Report. Their cloud-native business communications platform is powered by Voice Intelligence and built on the Google Cloud Platform for unmatched security, reliability, and scale.

[Read more about their key offerings, including DialpadTalk, DialpadSell, DialpadSupport and UberConference here.](#)

Customers are Saying...



I just want to send a quick note to praise how professional and skillful Joe Schuster is on your team... he is knowledgeable in ShoreTel, methodical in troubleshooting problems, and communicates well. Glad that we have picked you guys as our service provider.

--Kevin Yu, Trident, at American Intercontinental University



Thanks for Packet Fusion's assistance and help assigning resources. We're shipping record amounts of butter to grocers across the nation with all functions working remotely.

--Alan Maag, Challenge Dairy

Why Layers are so Important to Security (hint: it's not a piece of cake)

Your network has layers—seven of them, actually (application, presentation, session, transport, network, data link and physical). Each layer requires specific security measures for the overall network to be secure, and while it's not a piece of cake, it is manageable.

We've compiled this guide to the essential security you need at each layer of your network.



[Read the guide.](#)

Join us at our Lunch & Learn Webinar Series

PACKETFUSION
Connecting the Dots to the Cloud™

Helping you see clearly in 2020

A Series of Lunch & Learn Webinars

dialpad

April Lunch & Learn with Dialpad

Wednesday, April 29, 2020

Time: 12:00 Noon, PDT

Location: Your home office

The revolution in voice in today's cloud world: See, in real-time, how it can be more insightful and meaningful.

Join us for an eye-opening event when Rob Kolbuch, Regional Channel Manager with Dialpad, discusses how trends in AI and UCaaS are making voice communications more insightful and meaningful.

See it live and in action as Rob demonstrates the latest technologies including Voice Intelligence including voice transcription to transform conversations and uncover important trends and game-changing insights.

[Register now](#)

Make more informed decisions: Check out the Info Gallery

In our [Info Gallery](#) we're always adding new content to our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security and collaboration.

Check out recordings of past Lunch & Learns [here](#).

Be sure to follow us on one of the channels below and visit us at www.packetfusion.com.



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