Chad Tester
COO

Dominion Voice and Data Provides Customers With a Technology Plan for Continued Operations

Leading Managed Technology Services Provider (MTSP) Helps Businesses Owners Persevere Through the Pandemic

MIDLOTHIAN, VA – August 2020 - Dominion Voice and Data, a leading managed technology services provider (MTSP), announced today that the company is building technology plans for businesses to continue to operate through the pandemic. Dominion Voice and Data begins by evaluating an organization's existing technology and then creates a plan to maximize operations and employee productivity with the proper technology that supports both remote and on-site workers. While more restrictions may be on the horizon, there is no reason why most businesses cannot adapt and thrive, especially when they have a strong technology plan.

"We are in unprecedented times, but this doesn't mean businesses can't continue thriving," stated Chad Tester, COO of Dominion Voice and Data. "With a shift in approach and proper technology, a business can set itself up for successful continued operations."

Our technology plan is a simplified solution and consists of five main components.

1. Ensure Effective Voice Communication

Not all business phone systems are created equal. Many small to mid-sized businesses that use older systems faced severe challenges sending their employees home with the expectation to communicate effectively with customers and fellow employees. On the other hand, those companies that leverage today's cloud voice technology experienced a much easier and seamless transition.

2. Cybersecure the Home Office

With 45% of home office PCs being infected with malware most companies' critical information are at risk. Protecting home office PCs must be done with the same due diligence as PCs in the office. Cyberattacks are at an all-time high and hackers are preying on remote workers with greater frequency since the pandemic started.

3. Proper Remote Workforce Management

Dominion Voice and Data is a premier Member of Technology Assurance Group, organization of leading managed technology services providers (MTSPs) in the United States and Canada representing $500 million in products and services. As a result, Dominion Voice and Data possess the proper techniques and processes to successfully manage a remote workforce. In return, Dominion Voice and Data teaches its customers these best practices so they can be successful in maximizing the performance of remote employees.

4. Make Sure Home Office is Functional

One of the best practices for managing a remote team is to meet over video conferencing as frequently as possible, instead of just via phone call. Employers need to make sure that employees have a functional home office with a PC/laptop that has a camera and mic to get the most out of videoconferencing meetings. Some employees also need access to a Printer/Scanner, in case the office is not fully paperless, yet.

5. Provide Necessary Collaboration Tools.

Without being in physical proximity, employees must rely on collaborative tools like Microsoft Teams, video conferencing and instant messaging more than ever before, so these solutions need to be carefully selected so that they integrate well. Microsoft Teams comes with all of those features already built-in but employees need to know how to get the most out of it.

"Dominion Voice and Data custom-tailors technology plans to meet specific needs for continued operations," commented Chad Tester. "We're taking a leadership position in the face of our current collective predicament, and proactively helping our customers persevere through restrictions or reopening guidelines."

ABOUT DOMINION VOICE AND DATA

Dominion Voice and Data is Central Virginia's Leading Cloud-Based Managed Services Company. Our mission is to advance our client's business goals through delivery of superior technology solutions and world class support.

At Dominion, we are your trusted technology adviser and reliable business partner so that we can design you a solution that fits your business model.

Dominion Voice and Data is committed to maintaining the confidentiality of information that belong to our customers, especially Protected Health Information. To that end, we adhere to the requirements of the HIPAA Privacy Rule and the HIPAA Security Rule. We comply with all Business Associate obligations under HIPAA/HITECH, enabling Dominion Voice and Data to provide the highest level of services to our customers involved in the healthcare professions.