

GoTo

Don't Gamble with Your Deployment

10 Must-Know Secrets from
10,000+ UCaaS & CCaaS Go-Lives



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Expert guidance makes all the difference when migrating to modern business communication platforms.

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Overview of what drives deployment success and what causes failure.

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A strong foundation, built on partnership ensures alignment and engagement for a smooth and effective deployment.

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Effective planning ensures every detail is covered from clear communication and expert oversight.

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Execution brings your plans to life through careful deployment, customized training, and ongoing support.

Staying connected is essential

In today's fast-paced business landscape, clear and reliable communication is essential for business to succeed, and organizations are investing more than ever in their communications infrastructure. In fact, 56% of businesses plan to increase UCaaS spending in 2025 (Metrigy).

Migrating to a new UCaaS or CCaaS platform is a forward-thinking move for growth, but true success requires more than just adopting the latest technology.

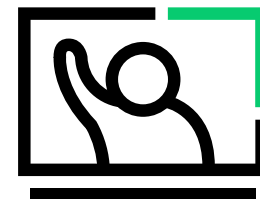
It depends on partnering with the right experts and following proven, real-world business strategies that have delivered results for thousands of organizations.

Why is this so important? Even a single minute of IT downtime can cost as much as \$9,000 (Gartner). That's why getting your transition right the first time is critical. Whether you're getting ready for a big change or just looking to improve your current system, these 10 tips will help you avoid problems and set your business and your customers, up for success.



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¹ Workplace Collaboration MetriCast 2024"

² Gartner 2024

Why deployments Succeed or Fail?

Deployment Success Is More Than Just Technology. It's About Partnership.



Success Practices

Foundation Blocks of a Winning Deployment

- ✓ Set Clear Expectations
- ✓ Expertise and Guidance
- ✓ Realistic Deadlines
- ✓ ROI
- ✓ Support and Partnership



Businesses Pitfalls

Why Deployments Derail

- ✗ Wrong Assumptions
- ✗ Delays and Downtime
- ✗ Missed Deadlines
- ✗ Poor or no training
- ✗ Poor Communication

Preparation & Getting Started

Laying the Foundation



Preparation and Getting Started: Laying the Foundation

The first steps you take establish the framework for your entire deployment.

Trust is built on a strong Foundation

- 1** Success starts before deployment. Choose a vendor that seeks to understand your unique business needs and not just sell you a product. Early, candid conversations should set clear expectations and roles, ensuring that all stakeholders are aligned from day one.

Personalized Communication & True Partnership

- 2** Every organization is unique and your deployment plan should be too. Insist on tailored communication for every group involved, from the C-suite to frontline users. Kickoff meetings (in-person or virtual) build authentic connections and cultivate trust. Ensure communication channels are open for feedback and clarity on roles, responsibilities, and deliverables.

“A successful deployment isn’t luck, it’s the result of proactive partnership and careful preparation.”

Planning

Setting the stage for success



Planning: Set the Stage for Success

This phase turns preparation into practical action.

Streamlined and Transparent Project Management

3 Assign one clear project lead in each organization. Use accessible, collaborative project plans where tasks, milestones, and updates are visible to all participants. Transparency keeps everyone focused, accountable, and moving together.

Adaptability: Planning for the Unexpected

4 Change is inevitable, especially in complex technology deployments. Pick a partner who not only expects scope changes but is prepared to pivot alongside you.

Deep, Relevant Expertise

5 Choose vendors with sector-specific experience and proven technical skill. Look for a mix of leadership, engineering, and training capabilities. Industry know-how ensures tailored, future-proof solutions, not generic deployments.

Maximizing Uptime & Minimizing Disruption

6 Downtime is a serious business risk. Safeguard your operations by partnering with a provider who prioritizes uptime: designing resilient solutions, carefully planning integrations, and tightly coordinating porting schedules. Robust networking, security, and bandwidth assessments, redundancy planning and thorough testing are essential for continuous business continuity.



Execution

Implementing Plans with
Precision



Execution: Implementing Plans with Precision

This final phase brings your foundational planning and preparation to life.

Flawless Deployment Execution

7 Before “go-live,” validate all integrations, networks, and security. Conduct scenario-based tests, and offer hands-on support, either onsite or virtually. Customize rollouts by site, region, or feature, and ensure every checklist item is complete.

Comprehensive, Customized Training

8 Technology only works as well as your people do. Offer tailored training based on roles, using guides, videos, and live sessions to match learning preferences. Choose partners with “train-the-trainer” programs to empower your team long-term.

Post-Go-Live Support

9 Deployment isn’t the finish line. Expect close, proactive support for at least 10 days after launch. Early involvement from a dedicated Customer Success Team ensures any issues are quickly resolved and future rollouts are seamless.

Clear Sign-Off and Smooth Transition

10 A great vendor will close your project with a formal sign-off, using a customized Statement of Work to confirm every deliverable is complete. You should expect a smooth transition to a Customer Success Manager, ensuring ongoing support and a strong, long-term partnership.s.

70% of digital transformation initiatives fail due to poor change management.

McKinsey & Company



Deployment Excellence: Your Path to Success

A modern UCaaS or CCaaS journey is not only about technology. It's about choosing the right partner, one you can trust to support your entire organization and deliver a tailored solution. At GoTo Connect, our commitment to customer success is reflected in a remarkable overall satisfaction (OSAT) score of 96 over the last five years.

These 10 proven principles, grounded in thousands of real-world deployments, will help you navigate the journey from legacy systems to a modern communications platform that truly empowers your teams and elevates your experience.





Want to find out more?

Watch our on demand webinar to learn more or book a personalized demo with our dedicated team.

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[Book a Demo](#)

