Sleepless C-Suite

Cures for CIO insomnia

dialpad

Since when did being a CIO mean sleep deprivation?

Being a CIO today means exhibiting a level of adaptation that would impress Darwin. It's a position that's increasingly dynamic, complex, and—dare we say it—more interesting than it's ever been.

You're not only focused on IT, but also on business leadership. You're keeping up with the latest tech innovations, you've got an ear to the ground for changes and threats, and you're working with the leaders of every business unit to get to the root of their major pain points and to find solutions.

Often it feels a little like a continuous game of catch-up. One that can cause you to lose valuable shut-eye wondering whether you're taking the right approach. Luckily you aren't alone in your fight for more Z's.

To help you feel more rested and energized, we've compiled a list of solutions to **the top five insomnia-triggering questions facing CIOs**.

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01 Embrace change

Do you feel married to your on-premise phone systems? Change can be hard, but so can dealing with lack of reliability, expensive upgrades, and inflexibility.

When evaluating real-time system reliability and cost here's the perfect checklist to keep in mind:

- Is it rich in collaboration options?
- Does it cover the needs of many users who want help doing different things?
- Is it legally compliant and secure?
- Is it always reliable and always available on any device?
- Does it include AI?

You probably need a nap just thinking about it. It's no surprise, then, that many CIOs are hesitant to replace the systems they already have.

The cloud is answering those problems with unified communications applications that have seen massive growth in recent years. Collaboration platforms, telephony, and streaming—they're all popular cloud-based offerings that are changing communications. That's why we're seeing more large businesses moving more of their applications to the cloud overall. 95% of businesses[1] have moved applications to the cloud. They've seen what it can do for productivity and ROI, and are now confident of its dependability and security.

The real key is choosing the right system for your needs.

Start by asking the right questions:

1. Which system will bring the flexibility to customize for different business departments?
2. Can it grow and adapt to business needs?
3. Does it have all the tools employees will use and love because their jobs are suddenly so much easier (and make you the department hero)?

[1] Report: "95% of businesses have migrated critical applications to the cloud," *TechRepublic*.

02

Activate core competences

Today’s CIO has enough on their mind without worrying about routine issues like whether your data centers have enough storage or if they’re secure.

Your time is better spent concentrating on business innovations, cutting edge technologies, and big picture questions like how to improve overall business productivity, ROI, and employee satisfaction. After all, your customers aren’t just outside of your office. They’re inside, too.

There’s no point in implementing tech solutions that don’t actually solve anything for employees, or worse, that make their jobs harder.

The cloud frees you of these worries by allowing you to **focus strictly on core competencies**. Cloud-based applications can also relieve employees of some of their more mundane tasks and allows them to focus on business-critical initiatives.

03

Prepare for the future

You know that in order to succeed as a CIO you need to strike that crucial balance between near-term versus long-term initiatives and not get distracted by the “need it now” so that you can think about the “need it later.” You don’t want your boss to ask, ‘Why weren’t we prepared?’ or ‘Why is our competition already ahead of us?’ and then scramble to play catch-up.[2]

Prepare for the future now by **focusing on the services that are designed for scaling**. Cloud-based services, microservices, and open source projects are three of the biggest tools CIOs are using today to plan for tomorrow.[3] They bring the utmost in flexibility and customization so they can scale up or down when required.

[2] “Microsoft Gains as Collaboration Shifts to Cloud,” *The Wall Street Journal*.

[3] “Trends of Note For CIOs: Innovation, Data Governance, Cybersecurity, And Microservices,” *Forbes*.

04

Free up resources

When your time is spent dealing with all the day-to-day demands, it can be difficult to think about repositioning resources. Everyone is busy, your budget is tight, and sometimes it can feel like there's no room to move.

Cloud services can help by streamlining many of the tasks that legacy systems can't. That's a good way to free up resources, and use what you have more effectively. Cloud-based applications that combine intuitive user interface and customization will alleviate some of the burden from IT support so it can focus on more important issues.

Do we hear you asking:
"Can I afford to move to the cloud?"

You can and here's why.

They might be familiar, but those legacy systems are expensive. Moving to cloud-based systems can save you a good chunk of change.

Long-term thinking tells you that moving to the cloud will pay for itself with improved productivity, eliminating costly system upgrades, and by helping you stay competitive.

05

Find system efficiencies

Hunting for greater system efficiencies sometimes comes at the cost of impairing performance. There's only so much most legacy systems can do.

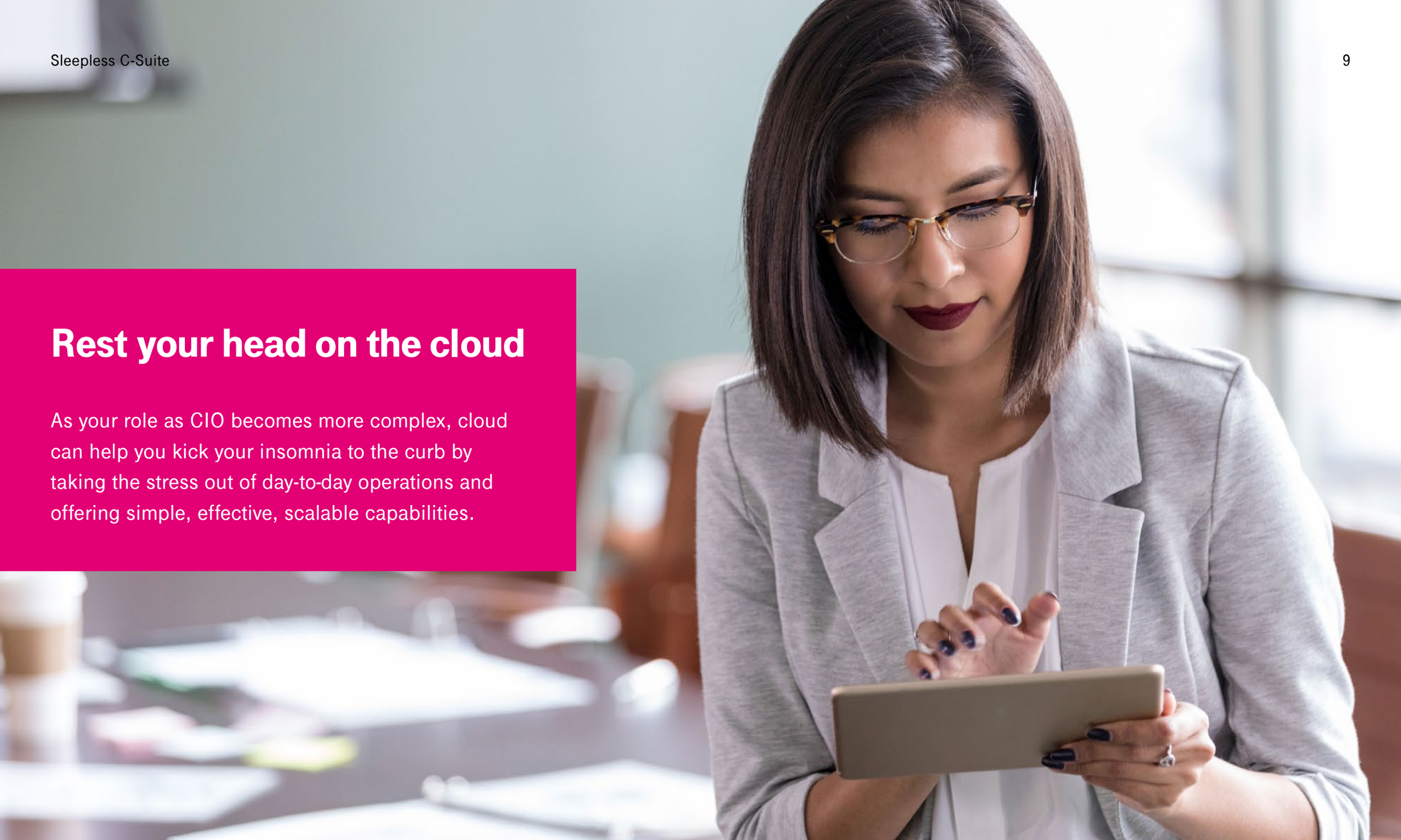
The same goes with recovery—your company's ability to recover from a disaster goes beyond dealing with downtime. The monetary costs of downtime are high; your reputation is at stake, too.

A disaster scenario can be caused by something as benign as a power outage. But with more security threats appearing all the time, disaster recovery has moved from a second-rung concern to a **business-critical priority**.

Better efficiency, improved productivity, happier workers– stop counting sheep and start counting wins instead.

Do you have a disaster response plan? And have you tested it? Are there ways to improve performance without sacrificing resources—or employees' nerves?

One way to take care of both these issues with one solution is by **moving to the cloud**. By essentially outsourcing systems to cloud-based platforms, you can take all the necessary yet resource-consuming tasks off your employees' shoulders, and free them up for more important things.



Rest your head on the cloud

As your role as CIO becomes more complex, cloud can help you kick your insomnia to the curb by taking the stress out of day-to-day operations and offering simple, effective, scalable capabilities.

Reliable business communication from virtually anywhere

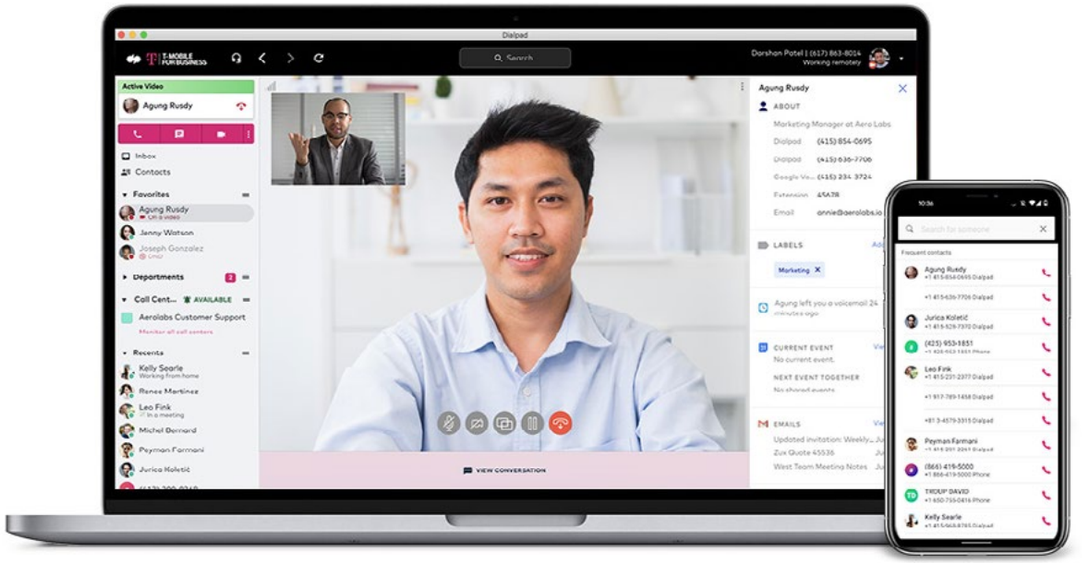
The T-Mobile supercharged 5G network and business communications app from Dialpad helps your team talk, text, and meet with their customers, and each other, from virtually anywhere.

We give employees true mobility with a business number they can use on almost any device with advanced features like Voice Intelligence™, an AI-powered personal assistant that sets next best actions from voice transcription and commands, and native integrations to cloud business apps to stay productive.

Stop paying for un-used desk phones and managing a complex on-premise PBX. Switch to a mobile-first, Unified Communications as a Service (UCaaS) solution that provides full business phone functionality, and deploys in minutes.

Ready to simplify how your employees communicate?

If you're ready for a lasting solution for your business communications, discover what T-Mobile's network and our AI-powered communication platform by Dialpad can do for you. We'll guide you through the process, and work with you to create the perfect communications plan for your business.



Get simple-to-use and easy-to-deploy cloud solutions. Find out how our collaboration tools can help you succeed in today's mobile-first environment.

Let's talk

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