

Do you feel confused by technology terms?



Technology Basics with Cliff Lavin!

Get the
FACTS!

What You Need to Know to Select Technology Providers

The main advice Cliff Lavin gave us in response to this question, was to do the necessary research prior to buying any solution.

General advice to select video platform, internet and phone services providers:

- You do not need to do it all alone. Find a local expert you can trust. Designing a system is not easy and you need a person with knowledge and expertise.
- Bigger is always better. Use big name brands you know. This become handy at the time you need support.



Selecting Technology Providers

- For video platforms make sure you ask the following questions:
 - » Is the software encrypted?
 - » Is the system HIPAA compliant?
Most major brands are.
 - » Is it easy to use? It needs to be easy for you and your clients to connect and get in touch.
 - » Can I call over the phone for assistance? And during what hours?
- Make sure the providers have been in business for more than 2 years. In technology, many startups come and go. You need a company that does not leave you at your own destiny.
- Ask questions and if you do not understand the answers, ask again until you feel comfortable with the response.
- Stay with the best, largest brand you know because they update their systems often, and have robust teams working on security and service.



During these times of crisis, many policyholders want to know more about our Cyber Liability coverage. For more information visit: <https://naswassurance.org/malpractice/cyber-liability/>

***For questions or comments on these videos,
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