LOGIX
FIBER NETWORKS

How to Choose the Best Business Internet for Remote Employees

Are you evaluating small business internet providers or searching for the best business internet? Learn how to choose the best internet service for business.

How to Choose the Best Business Internet for Remote Employees

If you are trying to choose the best business internet for business, there are six essential considerations you need to evaluate. Be sure that you understand your options when it comes to getting:

1. The services that you need.

2. Security.

3. Guaranteed reliability and uptime.

4. Fast speeds.

5. Synchronous speeds.

6. Local customer service

The Services That You Need

Whether you are evaluating small business internet providers or just searching for the best business internet you can find, your provider must offer the services that you need. The best business internet providers offer options such as:

1. Business internet.

2. Business Ethernet.

3. Business Voice over Internet Protocol (VoIP).

4. Data-center colocation.

5. Hosted private branch exchange (PBX).

6. Static IP addresses.

7. Redundant dedicated fiber.

8. Private Ethernet connections to the cloud (Amazon Web Services, Microsoft Azure, Google, Oracle).

9. High-bandwidth, point-to-point fiber between locations.

Security

Your remote employees need access to internal critical applications on a reliable, secure fiber network. For the highest level of security, remote workers log in through a secure VPN connection and ideally these applications are on a fiber network as well. This practice replicates the environment found in data centers which do not rely on DSL or coaxial cable connections due to their unreliability and reputation for downtime.

Reliability and Uptime

You may be surprised to hear that reliability between internet providers can differ significantly. Residential internet providers, cable companies and some national internet providers often experience outages and extended downtime. Many lease or subcontract their lines, which means that if there is a problem somewhere on the line, the fix has to be coordinated with multiple parties, which prolongs resolution.

Many of the best business internet providers monitor the network continuously for performance and security. They also provide a minimum of 99.9% uptime, although the very best internet service providers for business should go a step further and provide 99.999% uptime. This limits downtime to just 6 minutes a year. Ask for a service-level agreement (SLA) that puts that guarantee in writing and provides remedies if the service provider fails to deliver on it.

Fast Speeds

When trying to choose the best internet service for business, you need to look closely at the two components that make up speed: bandwidth and latency. Bandwidth is the rate at which data flows across the network. Latency is the amount of time between when you request something and it arrives. High latency can cause lags and delays, even on the largest capacity networks.

Think of bandwidth and latency in terms of water. If you have a wide river, more water will flow through it compared to a small stream. That's bandwidth. Latency equates to the current or the rate at which the water travels.
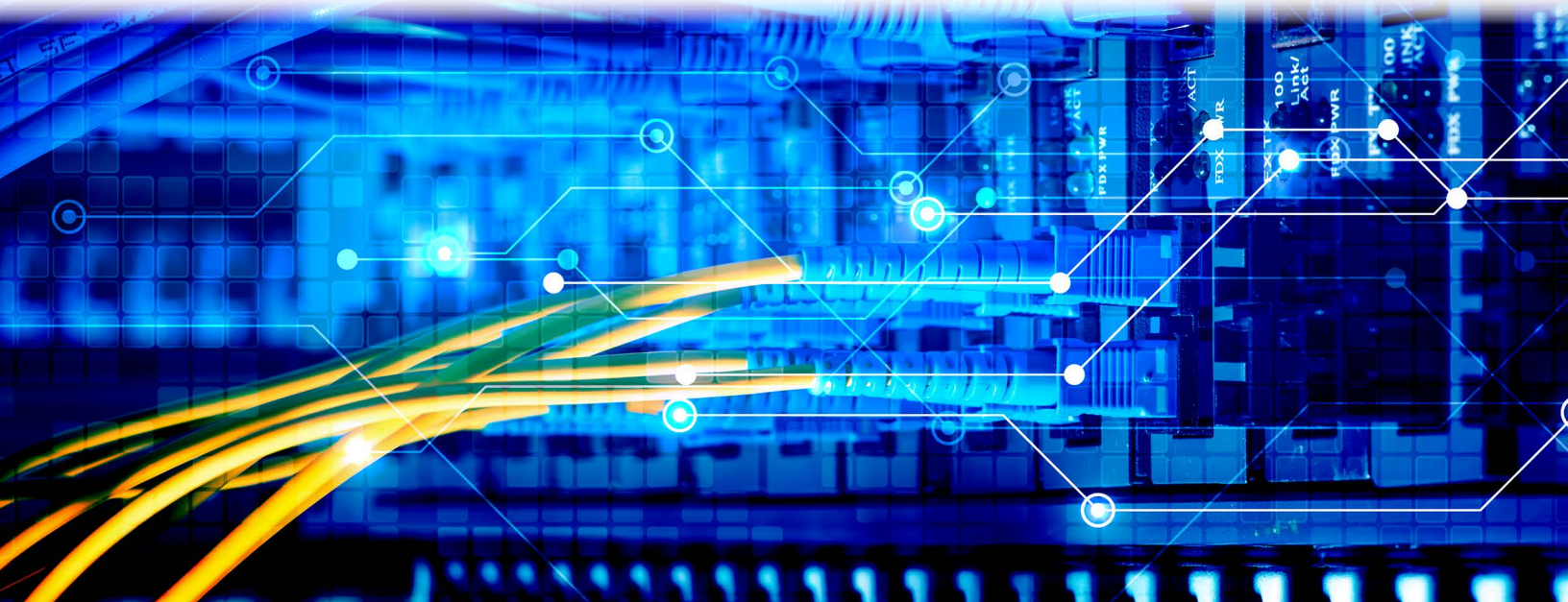
Both are important when you want the best internet service for business. Residential, cable and some national internet providers share lines. This means that your bandwidth may decrease depending on what your neighbors are doing. Slow servers, inefficient data packing and network hopping by providers can also make high-speed internet feel very slow.

The best business internet providers offer dedicated fiber on their own network for a direct connection to the cloud. They have high bandwidth and low latency to provide an optimal experience.

Synchronous Speeds

You also need to ask any company you are evaluating whether they offer synchronous speeds, which are also known as symmetrical speeds. You want to make sure that your internet service provider provides the same speeds for uploads and downloads.

If you are operating a server or doing a lot of file sharing or video conferencing, you need synchronous speeds to avoid slowdowns and lags.

Local Customer Service

When there's a problem, you want to be able to talk to somebody and resolve the problem quickly. That's difficult with residential services and many national internet providers because call centers are often flooded with calls. Even if you can get through, you might be talking to someone in another state or even another country.

You want to work with a local company that has a national reach so that when there's a problem, you can pick up the phone and talk to somebody. The best small business internet providers assign each customer an account manager and have a dedicated customer care center support for business accounts.

LOGIX Fiber Networks – Built for Business

With more than 100 data centers throughout Texas and connections to more than 3,000 enterprise businesses, LOGIX is the preferred provider for more than 10,000 businesses. It's built on a backbone of more than 265,000 miles of fiber to provide the most reliable and fast service to connecting small businesses, large businesses and remote workers.

With a full range of speeds from 100 Mbps to 10 Gbps and higher, LOGIX offers symmetrical speeds and 24/7 year-round monitoring to deliver exceptional uptime and peak performance. It also has a Texas-based customer care and support team to expertly handle maintenance requests, installations and repairs.

Request a Quote

To learn more about LOGIX Fiber Networks and business internet solutions.