Business Solutions Map

Allio Business Solutions
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ALLIO BUSINESS

Cybersecurity

IDENTIFY
- Virtual CISO
- Vulnerability Assess.
- Penetration Test
- Government Risk Compliance
- Security Awareness Training

PROTECT
- Managed Firewall
- Web App Security
- Email Security
- Endpoint Protection
- Managed Cloud FW
- Data Loss Prevention
- Zero-Trust Framework
- Patch Mgmt
- Identity & Access Mgmt

DETECT
- Log Mgmt (SIEM)
- Machine Learning
- Intrusion Detection
- Intrusion Prevention
- SOC as a Service

RESPOND
- Incident Response
- Containment
- Eradication / Restore

AI
- **Attack Identification**
- **Rapid Response**
- **Social Engineering Detection**
- **Biometrics Auth. Systems**

Mobility

CORE PRODUCTS
- Handsets/Phones
- Tablets
- eSim
- MultiSim

WIRELESS NETWORK
- LTE/4G/5G Connectivity
- Device Usage Mgmt
- Application Filtering
- Detailed Reporting
- Distributed Antenna Service (DAS)
- Satellite

- Private LTE/4G/5G
- POTS replacement over cellular

MANAGED MOBILITY
- MDaaS
- Staging/Kitting
- Helpdesk
- Break/Fix
- MDM
- Plan Optimization
- RMA

AI
- **Performance & Billing Optimization**

Customer Experience

CONTACT CENTER
- Automatic Call Distribution (ACD)
- APIs & SDKs
- Branded Caller ID
- Call and Screen Recording
- CRM/ERP Integrations
- Dialers (Preview, Power, Predictive)
- Inbound/Outbound / Blended
- Interactive Voice Response (IVR)
- Omnichannel & Digital Engagement
- Voice, Email, Chat, Mobile
- Social, SMS/Text, Video
- Reporting, Analytics & BI
- Self-Service
- UC Integrations

BUSINESS PROCESS OUTSOURCING

EMPLOYEE ENGAGEMENT
- Gamification
- Workforce Mgmt
- Workforce Optimization

KNOWLEDGE MGMT, QUALITY MGMT & ASSURANCE
- Agent Coaching & Performance
- Compliance & Monitoring

COMPLIANCE CONSULTING & IMPLEMENTATION

CRM INTEGRATORS & LICENSES

ROBOTIC PROCESS AUTOMATION (RPA)

UCaaS
- Voice and Video Calling
  - Call forwarding
  - Voicemail
  - Caller ID
- Messaging and Chat
- Conferencing
- Collaboration Tools
- Presence
- Mobile Access
- Integrations (CRM, etc)
- CPaaS

PREMISES SYSTEMS
- Prem as-a-Service
- SIP Trunks

AI
- **Conversational AI & Chatbots**
- **Generative AI**
- **Real-Time Agent Assist**
- **Virtual Assistants**

Cloud & Managed Services

CLOUD CONNECTIVITY
- Data Fabrics
- Public Cloud Connections
- AWS Direct Connects
- AZURE Express Routes
- Oracle FastConnects
- CDN
- SaaS platforms

INFRASTRUCTURE
- Data Center & Cloud
- Public Cloud
  - AWS
  - AZURE
  - GCP
  - Oracle Fusion
  - SAP HANA
- Private Cloud
- Hybrid & Multi Cloud
- IaaS
- PaaS
- Bare Metal
- DRaaS
- BUaaS
- Data Center Colocation

STORAGE
- Cloud Based Storage
  - Object
  - File
  - Block

LICENSE & APPLICATION
- Software License Mgmt.
- ERP Mgmt.
- Software License Optimization
- Software License

MANAGED & PRO SERVICES
- Helpdesk as a Service
- ITO – IT Outsourcing
- Cloud Migration
- Application Mgmt. (ERP, CRM, etc.)

AI
- **Application Optimization**
- **Robotics Processing Automation**
- **Data Lakehouse**
- **Load balancing Predictive Analytics**
- **LLMaaS**

Other

ANSWERING SVCS
- Ruby Receptionist

MARKETING SVCS
- Social Media Mgt
- Website design
- Promo Marketing

EXPENSE MGMT
- Wireline
- Mobility

BOOKKEEPING

HUMAN RESOURCES

Advanced Networking

SASE
- Network optimization and security
- CASB

SD-WAN
- Auto-Failover
- Intelligent Routing
- VNF (Virtual Network)
- Firewall
- Application Aware

CONNECTIVITY
- Broadband/Coax
- Dedicated Fiber
- WISP / Microwave
- 4G/5G Internet
- Satellite Internet
- Aggregation

MANAGED WIFI
- Internal Network
- Guest Network

SECURITY
- Firewall (Prem / Web)
- Endpoint Security
- Network Security Assessment
- Zero Trust

NETWORK MGMT
- Monitoring & Mgmt

AI
- **AI Ops**
- **Performance and Billing Optimization**

IoT

SENSORS
- Temperature
- Pressure
- Soil Moisture/content

PHYSICAL SECURITY
- Cameras
- Access Control
- Video Analytics

ENERGY
- Electric
- Gas
- Solar
- EV Chargers

VERTICAL-SPECIFIC
- Smart City
- Agriculture
- Manufacturing
- Logistics
- Hospitality

REPORTING
- Geo-Fence
- Detailed Use
- Velocity / Acceleration

AI
- **Computer Vision**
- **Telematics**
- **IoT Data Analysis**