

Network	UCaaS / CCaaS	Security	Cloud / Data Center
SD-WAN - Secure Access Service Edge - Intelligent routing - VNF (virtual network) - Application aware CONNECTIVITY - MPLS - Broadband, DSL, ADSL - Dedicated fiber - P2P/Dedicated - Ethernet - Coax - Cable, dial-up - Dark fiber - WISP/Microwave 3G/4G/5G Internet - Satellite Internet/Starlink - Circuit aggregation MANAGED WIFI - Internal & guest networks REMEDATION - Circuit monitoring - Trouble ticket creation	UCAAS - Voice, text/SMS, video (Zoom), web conferencing, collaboration (Slack, Teams) MICROSOFT CALLING - MSFT calling plans - Direct routing - Operator Connect - MSFT-approved plug-in CCAAS/CX SOLUTIONS - IVR, analytics, performance management, dashboards - Dialers ADD ONS - Integration services - IVR, call recording - AI/Sentiment - Cloud fax OTHER - Worforce & quality mgmt. - Compliance (HIPAA/PCI) - Gamification	IDENTIFY - Virtual CISO - Cyber consulting - Vulnerability assessment - Penetration testing - Compliance - Phishing simulation - Awareness training PROTECT - Managed firewall - Web & email security - Endpoint protection - Data protection - Zero-trust framework - Remote user VPN - Patch management DETECT - Log management (SEIM) - AI/Machine learning - Intrusion detection, prevent RESPOND - Incident response - Contain, eradicate, restore	CONNECTIVITY - Cloud on-ramps (AWS Direct Connect, Express Route) DATA CENTER - Colocation - Wholesale/Hyperscale IAAS - Public, private, hybrid cloud - Bare metal - Cloud file storage - VPDC/SDDC END-USER COMPUTING - Cloud desktops (DaaS) - Virtual desktops (VDI) MANAGED SVCS - Orchestration - Managed backup, DR - Managed O365 - IT/Desktop support - Cloud migration - Document management - Managed cloud, hardware

Software / SaaS	IoT / Mobility	Voice / Local	Other
Microsoft - Exchange, Office/365, Teams, Sharepoint, Windows Conferencing - WebEx, Room-based video, Hosted Video, Global Meet, Cisco Connect, Zoom CRM / ERP - Salesforce, SAP, Oracle Other - IP/ISDN bridging, local dial-in, operator assisted, toll/toll-free reservationless	Sensors - Temperature, pressure, moisture, video Reporting - Geofencing, detailed use, velocity/acceleration Mobility - Handset, tablet, plans, reporting, app filtering, CyberReef, endpoints Services - EMM, MDM, MAM, BYOD, communications policies	Voice - Dedicated LD - Hosted VoIP/PBX switched digital/LD, teleblock, wholesale voice, wireless/cell phones and data plans Local - Dedicated/Integrated local, integrated PRI, integrated T1/dynamic, ISDN BRI lines, ISDN PRI lines, local business lines POTS Replacement - Assess, consult, replace	Expense Management - Telecom - Cloud infrastructure - SaaS - Mobility Physical Security - AI-enhanced surveillance - CCTV/Video monitoring - Access control Energy Management - Gas and electric - Waste management