

Network

UCaaS

Contact Center

Security

Cloud

IoT

Mobility

SASE

Network optimization and security

SD-WAN

- Auto-Failover
- Bonding
- 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

NETWORK MGMT

- Circuit Monitoring
- Trouble Ticket Creation

BASIC UC SEAT

- Voice
- Text / SMS
- Video (Zoom)
- Web Conferencing
- Collaboration (Slack, Glip, MS Teams, etc.)

ADD ONS

- CRM Integration
- Accounting Integr.
- CCaaS Integration
- IVR
- Call Recording
- AI / Sentiment

PREMISES SYSTEMS

- Prem as-a-Service
- SIP Trunks

CORE PRODUCTS

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

ARTIFICIAL INTELLIGENCE

- Conversational AI & Chatbots
- Real-Time Assist Coaching
- Virtual Assistants

BUSINESS PROCESS OUTSOURCING

COMPLIANCE CONSULTING & IMPLEMENTATION

CRM INTEGRATORS & LICENSING

EMPLOYEE ENGAGEMENT

- Gamification
- Workforce Management
- Workforce Optimization

KNOWLEDGE MANAGEMENT QUALITY MANAGEMENT & ASSURANCE

- Agent Coaching & Performance
- Compliance and Monitoring

ROBOTIC PROCESS AUTOMATION (RPA)

IDENTIFY

- Virtual CISO
- Cyber Consulting
- Vulnerability Assess.
- Penetration Test
- Compliance
- Phishing Simulation
- Security Awareness Training

PROTECT

- Managed Firewall
- Web Security
- Email Security
- Endpoint Protection
- Managed Cloud FW
- Data Protection
- Zero-Trust Framework
- Remote User VPN
- Patch Management

DETECT

- Log Mgmt (SEIM)
- AI Machine Learning
- Intrusion Detection
- Intrusion Prevention
- SOC as a Service

RESPOND

- Incident Response
- Containment / Eradication / Restore

CLOUD CONNECTIVITY

- Data Fabrics
- Public Cloud Connections
- AWS Direct Connects
- AZURE Express Routes
- Oracle FastConnects
- CDN

INFRASTRUCTURE: Data Center and 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 AND APPLICATION

- Software License Mgmt.
- ERP Mgmt.
- Software License Optimization
- Software License

MANAGED & PROFESSIONAL SVCS:

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

SENSORS

- Temperature
- Pressure
- Soil Moisture Content
- Video

REPORTING

- Geo-Fence
- Detailed Use
- Velocity / Acceleration

VERTICAL- SPECIFIC IoT

- Smart City
- Agriculture
- Manufacturing
- Logistics
- Lodging
- Hospitality
- Physical Security

MOBILITY SECURITY

- Handsets
- Tablets
- Gateways

WIRELESS NETWORK

- Detail Reporting
- Device Usage Mgmt
- Application Filtering
- Detailed Reporting
- In Building Signal Optimization
- Satellite
- Fixed Wireless
- Private 4G/5G
- POTS replacement over cellular

MANAGED MOBILITY

- Carrier Sourcing
- Staging/Kitting
- Helpdesk
- Break/Fix
- Plan Optimization
- RMA/Device management

Other

ANSWERING SVCS

- Ruby Receptionist

MARKETING SVCS

- Email Drip
- Web site design
- Content creation

EXPENSE MGMT

- Wireline
- Mobility

PHYSICAL SECURITY

- Video Surveillance
- Access Cards

