

Technology Solution Map

Cybersecurity

IDENTIFY

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

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**

PROTECT

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

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**

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**

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
- Fixed Wireless

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

MANAGED MOBILITY

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

AI

- **Performance & Billing Optimization**

Other

ANSWERING SVCS

- Ruby Receptionist

MARKETING SVCS

- Email Drip
- Website design
- Content creation

EXPENSE MGMT

- Wireline
- Mobility

PHYSICAL SECURITY

- Video Surveillance
- Access Cards

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**