

Cybersecurity

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| IDENTIFY <ul style="list-style-type: none"> Virtual CISO Vulnerability Assess. Penetration Test Government Risk Compliance Security Awareness Training | DETECT <ul style="list-style-type: none"> Log Mgmt (SIEM) Machine Learning Intrusion Detection Intrusion Prevention SOC as a Service |
| PROTECT <ul style="list-style-type: none"> Managed Firewall Web App Security Email Security Endpoint Protection Managed Cloud FW Data Loss Prevention Zero-Trust Framework Patch Mgmt Identity & Access Mgmt | RESPOND <ul style="list-style-type: none"> Incident Response Containment Eradication / Restore |
- AI**
- Attack Identification
 - Rapid Response
 - Social Engineering Detection
 - Biometrics Auth. Systems

Customer Experience

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| CONTACT CENTER <ul style="list-style-type: none"> 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 | COMPLIANCE CONSULTING & IMPLEMENTATION |
| CRM INTEGRATORS & LICENSES | ROBOTIC PROCESS AUTOMATION (RPA) |
| UCaaS <ul style="list-style-type: none"> Voice and Video Calling Call forwarding Voicemail Caller ID Messaging and Chat Conferencing Collaboration Tools Presence Mobile Access Integrations (CRM, etc) CPaaS | |
- BUSINESS PROCESS OUTSOURCING**

- EMPLOYEE ENGAGEMENT**
- Gamification
 - Workforce Mgmt
 - Workforce Optimization
- KNOWLEDGE MGMT, QUALITY MGMT & ASSURANCE**
- Agent Coaching & Performance
 - Compliance & Monitoring

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

Cloud & Managed Services

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| CLOUD CONNECTIVITY <ul style="list-style-type: none"> Data Fabrics Public Cloud Connections AWS Direct Connects AZURE Express Routes Oracle FastConnects CDN SaaS platforms | STORAGE <ul style="list-style-type: none"> Cloud Based Storage Object File Block |
| INFRASTRUCTURE <ul style="list-style-type: none"> 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 | LICENSE & APPLICATION <ul style="list-style-type: none"> 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

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| ANSWERING SVCS <ul style="list-style-type: none"> Ruby Receptionist | EXPENSE MGMT <ul style="list-style-type: none"> Wireline Mobility |
| MARKETING SVCS <ul style="list-style-type: none"> Email Drip Website design Content creation | PHYSICAL SECURITY <ul style="list-style-type: none"> Video Surveillance Access Cards |

Advanced Networking

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| SASE <ul style="list-style-type: none"> Network optimization and security CASB | MANAGED WIFI <ul style="list-style-type: none"> Internal Network Guest Network |
| SD-WAN <ul style="list-style-type: none"> Auto-Failover Intelligent Routing VNF (Virtual Network) Firewall Application Aware | SECURITY <ul style="list-style-type: none"> Firewall (Prem / Web) Endpoint Security Network Security Assessment Zero Trust |
- NETWORK MGMT**
- Monitoring & Mgmt
- CONNECTIVITY**
- Broadband/Coax
 - Dedicated Fiber
 - WISP / Microwave
 - 4G/5G Internet
 - Satellite Internet
 - Aggregation
- AI**
- AI Ops
 - Performance and Billing Optimization

Mobility

- CORE PRODUCTS**
- Handsets/Phones
 - Tablets
 - eSim
 - MultiSim
- MANAGED MOBILITY**
- Private LTE/4G/5G
 - POTS replacement over cellular
 - MDaaS
 - Staging/Kitting
 - Helpdesk
 - Break/Fix
 - MDM
 - Plan Optimization
 - RMA
- WIRELESS NETWORK**
- LTE/4G/5G Connectivity
 - Device Usage Mgmt
 - Application Filtering
 - Detailed Reporting
 - Distributed Antenna Service (DAS)
 - Satellite
 - Fixed Wireless
- AI**
- Performance & 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