

# Regency Technology Group - Technology Solution Map

## One Partner. One Platform. End-to-End Outcomes.

Today's businesses aren't struggling because of a lack of technology—they're struggling because their technology doesn't work *together*.

We help organizations simplify complexity by unifying **connectivity, cloud, cybersecurity, customer experience, mobility, IoT, advanced networking, and managed services** into a single, intelligent ecosystem.

Instead of stitching together disconnected vendors and tools, our approach delivers **secure, resilient, and optimized environments**—from the network edge to the cloud, from the contact center to the frontline worker, and from physical assets to digital experiences.

Powered by **AI-driven optimization, automation, and analytics**, every layer works in harmony to:

- Improve performance and reliability
- Reduce risk and operational burden
- Lower costs while increasing visibility
- Create better experiences for customers, employees, and IT teams

Most organizations already have pieces of this in place.

The real question is: **what's the cost of continuing without a connected strategy?**

Let's start with a conversation to uncover where friction, risk, and inefficiency are hiding—and how quickly they can be removed.



# 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

### PROTECT

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

### AI

- [Attack Identification](#)
- [Rapid Response](#)
- [Social Engineering Detection](#)
- [Biometrics Auth. Systems](#)

## 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

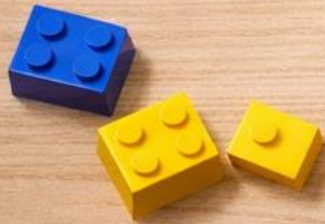
- Geo-Fence
- Detailed Use
- Velocity / Acceleration

### AI

- [Computer Vision](#)
- [Telematics](#)
- [IoT Data Analysis](#)



LET'S  
BREAK  
IT DOWN



Connecting People,  
Powering Possibilities



## Customer Experience

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### PREMISES SYSTEMS

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- SIP Trunks

### AI

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

## Customer Experience, Re-imagined — Without Disruption

Your customers expect fast, effortless, and human interactions—yet most contact centers are stitched together with tools that don't talk, agents that lack real-time support, and processes that slow everything down. That gap isn't a technology problem—it's an experience problem.

We help organizations unify **Contact Center, UCaaS, CPaaS, AI, RPA, and Workforce Optimization** into a single, intelligent customer engagement ecosystem. From omnichannel voice, chat, SMS, email, and video to AI-driven self-service, real-time agent assist, and automated workflows, every interaction becomes easier for the customer—and more profitable for the business.

Behind the scenes, we strengthen performance with **workforce management, gamification, coaching, quality assurance, and compliance**, while integrating seamlessly with your **CRM, ERP, and UC platforms**. Whether delivered on-prem, as-a-service, or fully cloud-based, the result is fewer handoffs, lower handle times, and higher customer trust.

Most teams already have pieces of this in place. The real question is:

**What's it costing you to keep operating without a connected, intelligent experience?**

Let's start with a focused conversation to identify where friction is hiding—and how quickly it can be removed.

**Would it be unreasonable to explore what a unified CX platform could unlock for your customers and your agents—before your competitors do?**

# Cybersecurity

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## RESPOND

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## AI

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

## A Smarter, Safer Way to Stay Ahead of Cyber Risk

What if you could **see threats coming, stop them early, and respond with confidence—without adding operational burden**? Our integrated security framework is designed to do exactly that.

We **Identify** risk before it becomes damage through Virtual CISO leadership, vulnerability assessments, penetration testing, compliance alignment, and ongoing security awareness training. This gives you clarity—*where you're exposed, what matters most, and what to fix first.*

We **Protect** what keeps your business running. From managed firewalls, endpoint and email security, web application protection, zero-trust architecture, identity and access management, patch management, and data loss prevention—every layer works together to reduce attack surface and human error. The goal is simple: **make you a harder target than the attacker is willing to pursue.**

We **Detect** threats in real time using SIEM, machine learning, intrusion detection and prevention, and a fully managed SOC. Because the real question isn't *if* something happens—it's **how fast you know and how quickly you act.**

When seconds matter, we **Respond**. Our incident response team handles containment, eradication, and restoration—minimizing downtime, financial impact, and reputational risk.

Powered by **AI**, we accelerate attack identification, detect social engineering before it succeeds, enable biometric authentication, and trigger rapid response—*automatically.*

### What would it cost if you didn't have this level of visibility and control?

Let's have a quick conversation and see if this approach fits your risk profile—or if staying reactive is really the safer option.

# Mobility

## CORE

### PRODUCTS

- Handsets/Phones
- Tablets
- eSim
- MultiSim

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

## WIRELESS NETWORK

- LTE/4G/5G Connectivity
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## MANAGED MOBILITY

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- Plan Optimization
- RMA

## AI

- **Performance & Billing Optimization**

## A Smarter, Simpler Way to Power Your Mobile Workforce

What if your wireless environment actually worked *for* you—reducing cost, complexity, and risk at the same time? Our end-to-end mobility solution brings together **devices, connectivity, and intelligent management** into one seamless experience designed to scale with your business.

We deliver the **core products** your teams rely on—handsets, tablets, eSIMs, and MultiSIM—paired with a resilient **wireless network** spanning LTE/4G/5G, private cellular, fixed wireless, satellite, DAS, and POTS replacement over cellular. Whether your workforce is centralized, remote, or mission-critical, connectivity is always secure, visible, and reliable.

But connectivity alone isn't enough. Through **Managed Mobility Services**, we take operational burden off your plate—handling staging and kitting, helpdesk support, break/fix, MDM, RMAs, and continuous plan optimization. The result? Fewer outages, faster resolution, and a dramatically lower total cost of ownership.

Finally, **AI-driven performance and billing optimization** ensures you're not overpaying—or underperforming. Every device, plan, and application is continuously analyzed so inefficiencies are caught before they become problems.

The real question is: **how much time, money, and risk are you carrying today that you don't have to?**

Let's take a short working session to map your environment and show you where immediate wins—and long-term savings—are hiding.

## Cloud & Managed

### CLOUD

#### CONNECTIVITY

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- Oracle FastConnects
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#### INFRASTRUCTURE

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- 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**

## What if your infrastructure stopped holding you back—and started accelerating growth?

Most organizations feel the strain of fragmented cloud connectivity, rising software costs, and under-optimized operations. It sounds like reliability, visibility, and speed are the real priorities.

Our end-to-end platform brings clarity and control across **cloud connectivity, infrastructure, storage, licensing, managed services, and AI**. From **direct cloud connections (AWS, Azure, Oracle, SaaS)** to **hybrid and multi-cloud architectures**, we design environments that are resilient, scalable, and cost-efficient. Storage, licensing, and application management are optimized by design—not as an afterthought.

On top of that, **managed and professional services** ensure migrations, operations, and applications run smoothly, while **AI-driven optimization** (predictive analytics, automation, LLMaaS) turns data into measurable outcomes.

## The real question is: how much longer can your business afford inefficiency and complexity?

Let's explore what "better" looks like for your environment—and map a low-risk path to get there.

## Advanced Networking

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### SD-WAN

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- Intelligent Routing
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### CONNECTIVITY

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### MANAGED WIFI

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### SECURITY

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### NETWORK MGMT

- Monitoring & Mgmt

### AI

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

## What if your network could finally work *with* you, not against you?

It sounds like you're being asked to balance performance, security, and cost—without adding complexity. That's exactly where our integrated solution steps in.

We combine **SASE, SD-WAN, and advanced security** to optimize traffic, protect applications, and ensure uptime through intelligent routing, auto-failover, and application-aware networking. Whether you rely on **fiber, broadband, 5G, satellite, or aggregated connectivity**, your network dynamically adapts in real time.

On top of that, **managed Wi-Fi** separates internal and guest traffic, while **Zero Trust, CASB, firewall, and endpoint security** reduce risk without slowing teams down. Our **AI-driven network management and AIOps** continuously monitor performance and uncover billing and efficiency optimizations you may not even realize you're missing.

**It seems like the real question is:** how much longer can your business afford to operate without this level of visibility, resilience, and control?

Let's explore what this could look like for *your* environment.

IoT	
<p><b>SENSORS</b></p> <ul style="list-style-type: none"> <li>• Temperature</li> <li>• Pressure</li> <li>• Soil Moisture/content</li> </ul>	<p><b>VERTICAL-SPECIFIC</b></p> <ul style="list-style-type: none"> <li>• Smart City</li> <li>• Agriculture</li> <li>• Manufacturing</li> <li>• Logistics</li> <li>• Hospitality</li> </ul>
<p><b>PHYSICAL SECURITY</b></p> <ul style="list-style-type: none"> <li>• Cameras</li> <li>• Access Control</li> <li>• Video Analytics</li> </ul>	<p><b>REPORTING</b></p> <ul style="list-style-type: none"> <li>• Geo-Fence</li> <li>• Detailed Use</li> <li>• Velocity / Acceleration</li> </ul>
<p><b>ENERGY</b></p> <ul style="list-style-type: none"> <li>• Electric</li> <li>• Gas</li> <li>• Solar</li> <li>• EV Chargers</li> </ul>	<p><b>AI</b></p> <ul style="list-style-type: none"> <li>• <b>Computer Vision</b></li> <li>• <b>Telematics</b></li> <li>• <b>IoT Data Analysis</b></li> </ul>

It seems like **visibility, control, and efficiency** are the real priorities—especially when operations span **physical assets, energy, and people**. Our integrated platform brings it all together. From **sensors** measuring temperature, pressure, soil moisture, and pH, to **physical security** with cameras, access control, and AI-driven video analytics, you gain real-time awareness of what matters most.

Energy stops being a cost center and becomes a lever. **Electric, gas, solar, and EV charging** are monitored and optimized continuously. Layer in **AI-powered computer vision, telematics, and IoT data analysis**, and patterns emerge before problems do. Add **geo-fencing, detailed usage reporting, and motion intelligence**, and decisions move from reactive to predictive.

This is why **smart cities, agriculture, manufacturing, logistics, and hospitality** teams are standardizing on this approach.

**The real question is:** how much longer can you afford to operate without this level of insight?

Let’s explore what visibility you’re missing—and what unlocking it would be worth.

**What if your business could feel calmer, more in control—and grow faster—without adding headcount?**

Most organizations don't have a *strategy* problem—they have a **distraction problem**. Missed calls, inconsistent marketing, rising telecom costs, and security gaps quietly drain revenue and focus every day. That's frustrating. And it's expensive.

We solve that by taking the noise off your plate.

**Always-On Answering Services** like **Ruby Receptionist** ensure every caller feels heard, valued, and professionally handled—so opportunities never slip through the cracks.

**Marketing Services**—from **email drip campaigns** to **website design and content creation**—create consistent, credible touchpoints that build trust and move prospects forward, even when your team is busy elsewhere.

**Expense Management** across **wireline and mobility** uncovers hidden waste, reduces recurring costs, and gives you visibility and leverage you didn't have before.

And with **Physical Security** solutions like **video surveillance and access cards**, you protect your people, assets, and operations—without complexity.

The result?

More focus. Lower costs. Better conversations with your customers.

**The real question is:** what would it mean for your business if all of this simply worked—starting this quarter?

**Let's explore that together!**

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