

## 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

- 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