



Technology Solution Map

Cybersecurity

IDENTIFY <ul style="list-style-type: none"> Virtual CISO Vulnerability Assess. Penetration Test Government Risk Compliance Security Awareness Training 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 	DETECT <ul style="list-style-type: none"> Log Mgmt (SIEM) Machine Learning Intrusion Detection Intrusion Prevention SOC as a Service RESPOND <ul style="list-style-type: none"> Incident Response Containment Eradication / Restore AI <ul style="list-style-type: none"> Attack Identification Rapid Response Social Engineering Detection Biometrics Auth. Systems
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Customer Experience

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 BUSINESS PROCESS OUTSOURCING	COMPLIANCE CONSULTING & IMPLEMENTATION CRM INTEGRATORS & LICENSES ROBOTIC PROCESS AUTOMATION (RPA) UCaaS <ul style="list-style-type: none"> Voice and Video Calling <ul style="list-style-type: none"> Call forwarding Voicemail Caller ID Messaging and Chat Conferencing Collaboration Tools Presence Mobile Access Integrations (CRM, etc) CPaaS PREMISES SYSTEMS <ul style="list-style-type: none"> Prem as-a-Service SIP Trunks
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Cloud & Managed Services

CLOUD CONNECTIVITY <ul style="list-style-type: none"> Data Fabrics Public Cloud Connections AWS Direct Connects Azure Express Routes Oracle FastConnects CDN SaaS platforms INFRASTRUCTURE <ul style="list-style-type: none"> Data Center & Cloud Public Cloud <ul style="list-style-type: none"> AWS Azure GCP Oracle Fusion SAP HANA Private Cloud Hybrid & Multi Cloud IaaS PaaS Bare Metal DRaaS BUaaS Data Center Colocation 	STORAGE <ul style="list-style-type: none"> Cloud Based Storage <ul style="list-style-type: none"> Object File Block LICENSE & APPLICATION <ul style="list-style-type: none"> Software License Mgmt. ERP Mgmt. Software License Optimization Software License MANAGED & PRO SERVICES <ul style="list-style-type: none"> Helpdesk as a Service ITO – IT Outsourcing Cloud Migration Application Mgmt. (ERP, CRM, etc.)
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Advanced Networking

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

CORE PRODUCTS <ul style="list-style-type: none"> Handsets/Phones Tablets eSim MultiSim WIRELESS NETWORK <ul style="list-style-type: none"> LTE/4G/5G Connectivity Device Usage Mgmt Application Filtering Detailed Reporting Distributed Antenna Service (DAS) Satellite Fixed Wireless 	<ul style="list-style-type: none"> Private LTE/4G/5G POTS replacement over cellular MANAGED MOBILITY <ul style="list-style-type: none"> MDaaS Staging/Kitting Helpdesk Break/Fix MDM Plan Optimization RMA AI <ul style="list-style-type: none"> Performance & Billing Optimization
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Employee Engagement

EMPLOYEE ENGAGEMENT <ul style="list-style-type: none"> Gamification Workforce Mgmt Workforce Optimization KNOWLEDGE MGMT, QUALITY MGMT & ASSURANCE <ul style="list-style-type: none"> Agent Coaching & Performance Compliance & Monitoring 	AI <ul style="list-style-type: none"> Conversational AI & Chatbots Generative AI Real-Time Agent Assist Virtual Assistants
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Other

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

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