

Cybersecurity

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

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| <p>CONTACT CENTER</p> <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 <p>BUSINESS PROCESS OUTSOURCING</p> | <p>COMPLIANCE CONSULTING & IMPLEMENTATION</p> <p>CRM INTEGRATORS & LICENSES</p> <p>ROBOTIC PROCESS AUTOMATION (RPA)</p> <p>UCaaS</p> <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 <p>PREMISES SYSTEMS</p> <ul style="list-style-type: none"> Prem as-a-Service SIP Trunks |
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- 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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| <p>CLOUD CONNECTIVITY</p> <ul style="list-style-type: none"> Data Fabrics Public Cloud Connections AWS Direct Connects AZURE Express Routes Oracle FastConnects CDN SaaS platforms <p>INFRASTRUCTURE</p> <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 | <p>STORAGE</p> <ul style="list-style-type: none"> Cloud Based Storage Object File Block <p>LICENSE & APPLICATION</p> <ul style="list-style-type: none"> Software License Mgmt. ERP Mgmt. Software License Optimization Software License <p>MANAGED & PRO SERVICES</p> <ul style="list-style-type: none"> Helpdesk as a Service ITO – IT Outsourcing Cloud Migration Application Mgmt. (ERP, CRM, etc.) <p>AI</p> <ul style="list-style-type: none"> Application Optimization Robotics Processing Automation Data Lakehouse Load balancing Predictive Analytics LLMaaS |
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Other

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

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

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| <p>CORE PRODUCTS</p> <ul style="list-style-type: none"> Handsets/Phones Tablets eSim MultiSim <p>WIRELESS NETWORK</p> <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 <p>MANAGED MOBILITY</p> <ul style="list-style-type: none"> MDaaS Staging/Kitting Helpdesk Break/Fix MDM Plan Optimization RMA <p>AI</p> <ul style="list-style-type: none"> Performance & Billing Optimization |
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IoT

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