

Network	UCaaS	Contact Center	Security	Cloud	IoT	Mobility
SASE Network optimization and security SD-WAN <ul style="list-style-type: none"> - Auto-Failover - Bonding - 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 NETWORK MGMT <ul style="list-style-type: none"> - Circuit Monitoring - Trouble Ticket Creation 	BASIC UC SEAT <ul style="list-style-type: none"> - Voice - Text / SMS - Video (Zoom) - Web Conferencing - Collaboration (Slack, Glip, MS Teams, etc.) ADD ONS <ul style="list-style-type: none"> - CRM Integration - Accounting Integr. - CCaaS Integration - IVR - Call Recording - AI / Sentiment PREMISES SYSTEMS <ul style="list-style-type: none"> - Prem as-a-Service - SIP Trunks 	CORE PRODUCTS <ul style="list-style-type: none"> - (ACD) - APIs & SDKs - Call and Screen Recording - CRM/ERP Integrations - Dialers <ul style="list-style-type: none"> - Preview - Power - Predictive - Inbound/Outbound/Blended - Interactive Voice Response - Omnichannel & Digital Engagement <ul style="list-style-type: none"> - Voice, Email, Chat, Mobile Social, SMS/Text, Video - Reporting, Analytics & BI - Self-Service - UC Integrations ARTIFICIAL INTELLIGENCE <ul style="list-style-type: none"> - Conversational AI & Chatbots - Real-Time Assist Coaching - Virtual Assistants BUSINESS PROCESS OUTSOURCING COMPLIANCE CONSULTING & IMPLEMENTATION CRM INTEGRATORS & LICENSING EMPLOYEE ENGAGEMENT <ul style="list-style-type: none"> - Gamification - Workforce Management - Workforce Optimization KNOWLEDGE MANAGEMENT QUALITY MANAGEMENT & ASSURANCE <ul style="list-style-type: none"> - Agent Coaching & Performance - Compliance and Monitoring ROBOTIC PROCESS AUTOMATION (RPA)	IDENTIFY <ul style="list-style-type: none"> - Virtual CISO - Cyber Consulting - Vulnerability Assess. - Penetration Test - Compliance - Phishing Simulation - Security Awareness Training PROTECT <ul style="list-style-type: none"> - Managed Firewall - Web Security - Email Security - Endpoint Protection - Managed Cloud FW - Data Protection - Zero-Trust Framework - Remote User VPN - Patch Management DETECT <ul style="list-style-type: none"> - Log Mgmt (SEIM) - AI Machine Learning - Intrusion Detection - Intrusion Prevention - SOC as a Service RESPOND <ul style="list-style-type: none"> - Incident Response - Containment / Eradication / Restore 	CLOUD CONNECTIVITY <ul style="list-style-type: none"> - Data Fabrics <ul style="list-style-type: none"> - Public Cloud Connections - AWS Direct Connects - AZURE Express Routes - Oracle FastConnects - CDN INFRASTRUCTURE: Data Center and Cloud <ul style="list-style-type: none"> - 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 AND APPLICATION <ul style="list-style-type: none"> - Software License Mgmt. - ERP Mgmt. - Software License Optimization - Software License MANAGED & PROFESSIONAL SVCS: <ul style="list-style-type: none"> - Helpdesk as a Service - ITO – IT Outsourcing - Cloud Migration - Application Mgmt. (ERP, CRM, etc.) 	SENSORS <ul style="list-style-type: none"> - Temperature - Pressure - Soil Moisture Content - Video REPORTING <ul style="list-style-type: none"> - Geo-Fence - Detailed Use - Velocity / Acceleration VERTICAL- SPECIFIC IoT <ul style="list-style-type: none"> - Smart City - Agriculture - Manufacturing - Logistics - Lodging - Hospitality - Physical Security 	MOBILITY <ul style="list-style-type: none"> - Handsets - Tablets - Gateways WIRELESS NETWORK <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - Carrier Sourcing - Staging/Kitting - Helpdesk - Break/Fix - Plan Optimization - RMA/Device management
Other						
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 - Web site design - Content creation 			PHYSICAL SECURITY <ul style="list-style-type: none"> - Video Surveillance - Access Cards 			

SWIM LANES OF TECHNOLOGY