

Network	UCaaS	Contact Center	Security	Cloud	IoT	Mobility
<p>SASE Network optimization and security</p> <p>SD-WAN - Auto-Failover - Bonding - Intelligent Routing - VNF (Virtual Network) - Firewall - Application Aware</p> <p>CONNECTIVITY - Broadband/Coax - Dedicated Fiber - WISP / Microwave - 4G/5G Internet - Satellite Internet - Aggregation</p> <p>MANAGED WIFI - Internal Network - Guest Network</p> <p>SECURITY - Firewall (Prem / Web) - Endpoint Security - Network Security Assessment</p> <p>NETWORK MGMT - Circuit Monitoring - Trouble Ticket Creation</p>	<p>BASIC UC SEAT - Voice - Text / SMS - Video (Zoom) - Web Conferencing - Collaboration (Slack, Glip, MS Teams, etc.)</p> <p>ADD ONS - CRM Integration - Accounting Integr. - CCaaS Integration - IVR - Call Recording - AI / Sentiment</p> <p>PREMISE SYSTEMS - Prem as-a-Service - SIP Trunks</p>	<p>CORE PRODUCTS - (ACD) - APIs & SDKs - Call and Screen Recording - CRMERP 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</p> <p>ARTIFICIAL INTELLIGENCE - Conversational AI & Chatbots - Real-Time Assist Coaching - Virtual Assistants</p> <p>BUSINESS PROCESS OUTSOURCING</p> <p>COMPLIANCE CONSULTING & IMPLEMENTATION</p> <p>CRM INTEGRATORS & LICENSING</p> <p>EMPLOYEE ENGAGEMENT - Gamification - Workforce Management - Workforce Optimization</p> <p>KNOWLEDGE MANAGEMENT QUALITY MANAGEMENT & ASSURANCE - Agent Coaching & Performance - Compliance and Monitoring</p> <p>ROBOTIC PROCESS AUTOMATION (RPA)</p>	<p>IDENTIFY - Virtual CISO - Cyber Consulting - Vulnerability Assess. - Penetration Test - Compliance - Phishing Simulation - Security Awareness Training</p> <p>PROTECT - Managed Firewall - Web Security - Email Security - Endpoint Protection - Managed Cloud FW - Data Protection - Zero-Trust Framework - Remote User VPN - Patch Management</p> <p>DETECT - Log Mgmt (SEIM) - AI Machine Learning - Intrusion Detection - Intrusion Prevention - SOC as a Service</p> <p>RESPOND - Incident Response - Containment / Eradication / Restore</p>	<p>CLOUD CONNECTIVITY - Data Fabrics - Public Cloud Connections - AWS Direct Connects - AZURE Express Routes - Oracle FastConnects - CDN</p> <p>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</p> <p>STORAGE - Cloud Based Storage - Object - File - Block</p> <p>LICENSE AND APPLICATION - Software License Mgmt. - ERP Mgmt. - Software License Optimization - Software License</p> <p>MANAGED & PROFESSIONAL SVCS: - Helpdesk as a Service - ITO – IT Outsourcing - Cloud Migration - Application Mgmt. (ERP, CRM, etc.)</p>	<p>SENSORS - Temperature - Pressure - Soil Moisture - Content - Video</p> <p>REPORTING - Geo-Fence - Detailed Use Velocity / Acceleration</p> <p>VERTICAL- SPECIFIC IoT - Smart City - Agriculture - Manufacturing - Logistics - Lodging - Hospitality - Physical Security</p>	<p>MOBILITY - Handsets - Tablets - Gateways</p> <p>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</p> <p>MANAGED MOBILITY - Carrier Sourcing - Staging/Kitting - Helpdesk - Break/Fix - Plan Optimization - RMA/Device management</p>
Other						
						<p>ANSWERING SVCS - Ruby Receptionist</p> <p>MARKETING SVCS - Email Drip - Web site design - Content creation</p>
						<p>EXPENSE MGMT - Wireline - Mobility</p> <p>PHYSICAL SECURITY - Video Surveillance - Access Cards</p>

SWIM LANES OF TECHNOLOGY