

## Balanced Pro

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# Balanced Pro Solution Map



## Cybersecurity

### IDENTIFY

- Virtual CISO
- Vulnerability Assess.
- Penetration Test
- Government Risk Compliance
- Security Awareness Training

### PROTECT

- Managed Firewall
- Web App Security
- Email Security
- Endpoint Protection
- Managed Cloud FW
- Data Loss Prevention
- Zero-Trust Framework
- Patch Mgmt
- Identity & Access Mgmt

### DETECT

- Log Mgmt (SIEM)
- Machine Learning
- Intrusion Detection
- Intrusion Prevention
- SOC as a Service

### RESPOND

- Incident Response
- Containment
- Eradication / Restore

### AI

- [Attack Identification](#)
- [Rapid Response](#)
- [Social Engineering Detection](#)
- [Biometrics Auth. Systems](#)

## Customer Experience

### CONTACT CENTER

- 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

### EMPLOYEE ENGAGEMENT

- Gamification
- Workforce Mgmt
- Workforce Optimization

### KNOWLEDGE MGMT, QUALITY MGMT & ASSURANCE

- Agent Coaching & Performance
- Compliance & Monitoring

### COMPLIANCE CONSULTING & IMPLEMENTATION

### CRM INTEGRATORS & LICENSES

### ROBOTIC PROCESS AUTOMATION (RPA)

### UCaaS

- Voice and Video Calling
  - Call forwarding
  - Voicemail
  - Caller ID
- Messaging and Chat
- Conferencing
- Collaboration Tools
- Presence
- Mobile Access
- Integrations (CRM, etc)
- CPaaS

### PREMISES SYSTEMS

- Prem as-a-Service
- SIP Trunks

### AI

- [Conversational AI & Chatbots](#)
- [Generative AI](#)
- [Real-Time Agent Assist](#)
- [Virtual Assistants](#)

## Cloud & Managed Services

### CLOUD CONNECTIVITY

- Data Fabrics
- Public Cloud Connections
- AWS Direct Connects
- AZURE Express Routes
- Oracle FastConnects
- CDN
- SaaS platforms

### INFRASTRUCTURE

- 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

### STORAGE

- Cloud Based Storage
  - Object
  - File
  - Block

### LICENSE & APPLICATION

- Software License Mgmt.
- ERP Mgmt.
- Software License Optimization
- Software License

### MANAGED & PRO SERVICES

- Helpdesk as a Service
- ITO – IT Outsourcing
- Cloud Migration
- Application Mgmt. (ERP, CRM, etc.)

### AI

- [Application Optimization](#)
- [Robotics Processing Automation](#)
- [Data Lakehouse](#)
- [Load balancing Predictive Analytics](#)
- [LLMaaS](#)

## Other

### ANSWERING SVCS

- Ruby Receptionist

### MARKETING SVCS

- Email Drip
- Website design
- Content creation

### EXPENSE MGMT

- Wireline
- Mobility

### PHYSICAL SECURITY

- Video Surveillance
- Access Cards

## Advanced Networking

### SASE

- Network optimization and security
- CASB

### SD-WAN

- Auto-Failover
- 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
- Zero Trust

### NETWORK MGMT

- Monitoring & Mgmt

### AI

- [AI Ops](#)
- [Performance and Billing Optimization](#)

## IoT

### SENSORS

- Temperature
- Pressure
- Soil Moisture/content

### PHYSICAL SECURITY

- Cameras
- Access Control
- Video Analytics

### ENERGY

- Electric
- Gas
- Solar
- EV Chargers

### VERTICAL-SPECIFIC

- Smart City
- Agriculture
- Manufacturing
- Logistics
- Hospitality

### REPORTING

- Geo-Fence
- Detailed Use
- Velocity / Acceleration

### AI

- [Computer Vision](#)
- [Telematics](#)
- [IoT Data Analysis](#)

## Mobility

### CORE PRODUCTS

- Handsets/Phones
- Tablets
- eSim
- MultiSim

### WIRELESS NETWORK

- LTE/4G/5G Connectivity
- Device Usage Mgmt
- Application Filtering
- Detailed Reporting
- Distributed Antenna Service (DAS)
- Satellite

- Private LTE/4G/5G
- POTS replacement over cellular

### MANAGED MOBILITY

- MDaaS
- Staging/Kitting
- Helpdesk
- Break/Fix
- MDM
- Plan Optimization
- RMA

### AI

- [Performance & Billing Optimization](#)