

# IT PORTFOLIO



A wide range of IT Technology services for the Enterprises

## IT, IoT & Cloud

Cloud Solutions

Microsoft 365

IoT Solutions

Artificial Intelligence (AI)

IT Solutions

Managed Network Services

SD-WAN

## Unified Comms & Collaboration Tools

Cloud PBX

Collaboration Tools

Private Voice

Contact Center Solutions

MS Teams

Voice Solutions

## Security & Cybersecurity

AI Cybersecurity

SOC/Management Detection & Response

Border Protection

VAPT Services

Compliance & Consulting

Unified Threat Management

Content Filtering

Intrusion Prevention Systems

# Cybersecurity Portfolio



Vulnerability Management



Emerging Threats 24x7



Denial of service attacks (DoS)



Code Security Audit



Digital surveillance services



Fraud investigation and analysis



Threat intelligence



Strategic Cyber-Intelligence



External & Internal penetration testing services



Red Team services



WiFi Pentest



Social Engineering



Web security audit



Mobile Application Security Test



Advanced Bank Infrastructures Security Assessment



IOT Security



Reverse Engineering & Hardware Hacking



Cloud Infrastructures security audit



Code Security Audit



Technologies and Operating Systems Hardening

# UNIFIED COMMS PORTFOLIO



## Hosted PBX



Voicemail



Ring Group



Forwarding Rules



Digital Receptionist



Phones



Security

## Unified Communications



Chat



Video



Presence



Web meeting

## Call Center



Call Queues



Reports



Call Monitoring



SLA Alerting



Switchboard



Wallboard

## Integrations



CRM



Website



Facebook



Office 365

# CLOUD JOURNEY SERVICES



## How can we help with Cloud?

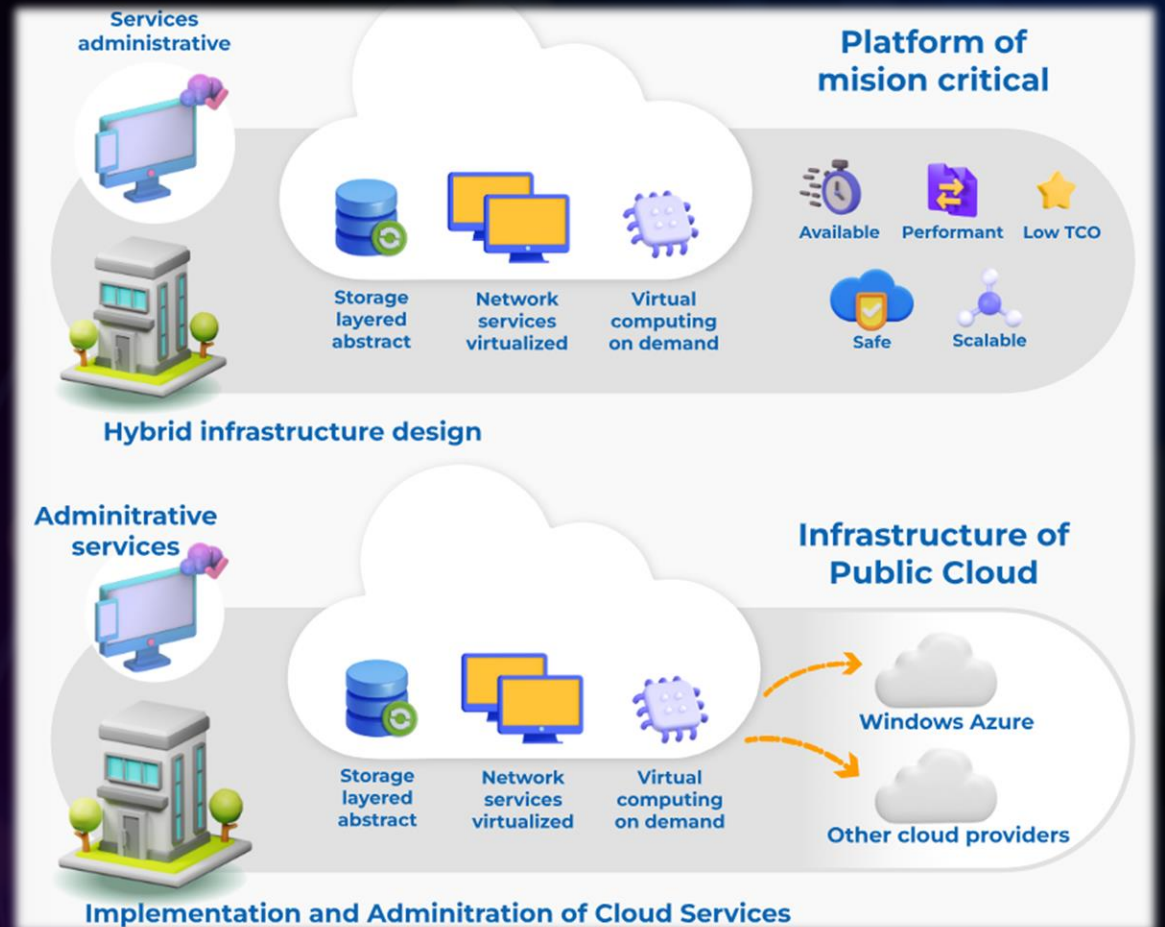
- ☞ We provide consultancy in Cloud strategies
- ☞ We implement Azure cloud services
- ☞ We implement messaging and collaboration services with Office 365

## What On-Premise services do we offer?

- ☞ Migration, implementation, server virtualization
- ☞ We manage IT assets

## What Cross services do we offer?

- ☞ We carry out consultancies in Information Security
- ☞ We manage and support IT infrastructure
- ☞ We manage IT assets, perform backup and recovery of information
- ☞ We put at your disposal the best personnel in the Outsourcing modality



# DATA ANALYTICS



We transform the way you make decisions in your business by giving a significant boost and greater precision through Analytics and Artificial Intelligence solutions

## Implementation of Analytical Platforms

- Architecture
- Data Lake
- Big data
- Modern Data Warehouse
- Data engineering
- DataOps
- Real time processing
- Data catalog
- Security

## Elaboration of Artificial Intelligence and Machine Learning

- Machine Learning Models
  - Regression
  - Classification
  - Segmentation
  - Deep learning
- Models for optimization of operations
- Cognitive Services
- MLOps



## Business intelligence solutions

- Power BI
- Architecture data
- Visualization data
- Integration
- Metrics
- KPIs

## Data Warehouse Assessments and Migration

- Evaluation of data platforms
- Preparation of roadmaps
- Migration of Data Warehouse On Premise towards cloud data platform

# BUILD ANY COMMS SOLUTION



## Class 4/5 Softswitch Solution



Build a bespoke and robust class 4/5 Softswitch solution to complete IP telephony infrastructure and serve a larger consumer base

## Call Center Software



Build your own inbound, outbound or blended contact center solution to boost customer care and sales results

## IP PBX Solution



Enrich business communication with superior features at cheaper rates and centralize its administration

## Unified Communication Solution



Build a comprehensive communication tool that supports unified communication within a single platform

## Live Call Monitoring Solution



Build an effective tool to monitor ongoing, ringing and conference calls in real time to enhance the effectiveness of calls

## SIP Dialer Solution

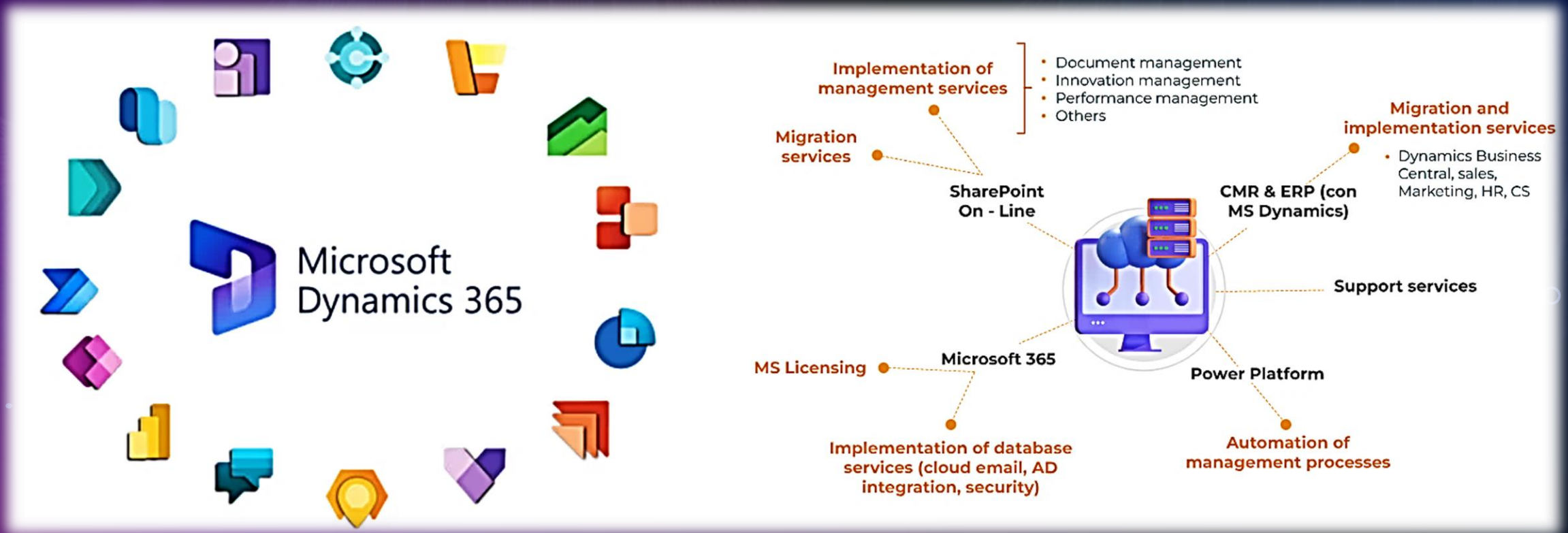


Build a softphone for PC or smartphone to take advantage of the SIP based calling solution available at their fingertips

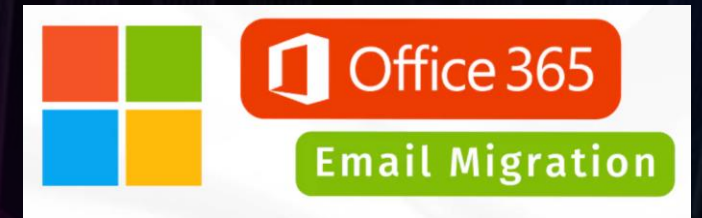
# Digital Transformation Services



We help companies on their journey to change the way they work, through solutions that transform their vision of collaboration and productivity



# OUR TECHNOLOGY & PARTNERS





# III – IT/AI SERVICE MANAGEMENT PLATFORM

ITSM INTEGRATES WITH DCIM

IT SERVICE MANAGEMENT PRO  
Predictive Intelligence  
and PO workbench

IT SERVICE MANAGEMENT PRO  
Performance  
Analytics

IT SERVICE MANAGEMENT PRO  
Virtual  
Agent

IT SERVICE MANAGEMENT PRO  
Continual Service  
Improvement

IT SERVICE MANAGEMENT  
Agent  
Workspace

IT SERVICE MANAGEMENT PRO  
Service Owner  
Workspace

IT SERVICE MANAGEMENT  
Walk-Up  
Experience

NOW PLATFORM  
Reports &  
Dashboards

NOW PLATFORM  
Knowledge  
Management

IT SERVICE MANAGEMENT PRO  
Vendor Manager  
Workspace

IT SERVICE MANAGEMENT  
Asset & Cost  
Management

NOW PLATFORM  
Now Mobile

NOW PLATFORM  
Mobile Agent

IT SERVICE MANAGEMENT PRO  
Dynamic  
Translation

IT SERVICE MANAGEMENT  
Request  
Management

IT Service  
Management

NOW PLATFORM  
Service Level  
Management

IT SERVICE MANAGEMENT ENTERPRISE  
Process  
Optimization

IT SERVICE MANAGEMENT  
Change & Release  
Management

NOW PLATFORM  
Benchmarks

NOW PLATFORM  
Surveys &  
Assessments

IT SERVICE MANAGEMENT ENTERPRISE  
Workforce  
Optimization

IT SERVICE MANAGEMENT  
Incident and Problem  
Management

NOW PLATFORM  
CMDB

