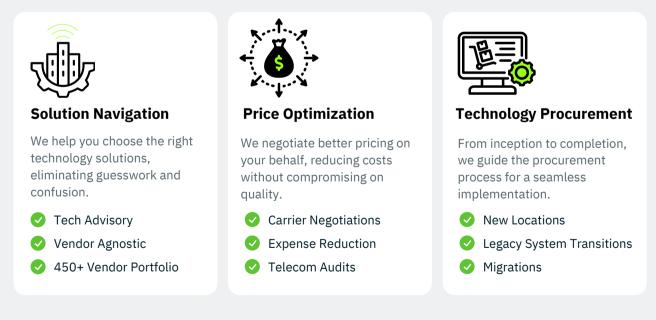


Simplifying Technology Decisions for SMBs.

The" It Factor" for Business Owners and IT Teams

Saving You Time, Money, and Headaches

At IT Factor, we simplify technology decisions for SMBs. Our vendor-agnostic approach focuses on your needs, not specific suppliers. We handle supplier vetting, solution navigation, and contract negotiations at no cost to you.



From cutting costs and switching internet providers to cloud transitions and more—think IT Factor.



What can we help source and implement? See the next page for our full list of services and solutions.



We can help with...

Connectivity

- Broadband/Coax
- Dedicated Fiber
- •WISP / Microwave
- •4G/5G Internet
- Satellite Internet
- Aggregation

Cybersecurity

- Vulnerability Assessments
- Penetration Testing
- Managed Firewall
- Web Application Security
- Email Security
- Endpoint
 Protection
- Managed Cloud Firewall
- Data Loss
 Prevention
- Identity & Access Management

Phone and UC

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

ΙοΤ

SENSORS

- TemperaturePressureSoilMoisture/content
- PHYSICAL
- SECURITY
- •Cameras
- Access Control
- •Video Analytics
- •Fleet Management

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

AI

- •AI & Chatbots
- •Generative AI
- •Real-Time Agent Assist
- Virtual Assistants