



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.



Solution Navigation

We help you choose the right technology solutions, eliminating guesswork and confusion.

- ✓ Tech Advisory
- ✓ Vendor Agnostic
- ✓ 450+ Vendor Portfolio



Price Optimization

We negotiate better pricing on your behalf, reducing costs without compromising on quality.

- ✓ Carrier Negotiations
- ✓ Expense Reduction
- ✓ Telecom Audits



Technology Procurement

From inception to completion, we guide the procurement process for a seamless implementation.

- ✓ New Locations
- ✓ Legacy System Transitions
- ✓ Migrations

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



203-257-8139

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

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

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

Cybersecurity

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

IoT

SENSORS

- Temperature
- Pressure
- Soil Moisture/content

PHYSICAL SECURITY

- Cameras
- Access Control
- Video Analytics
- Fleet Management

AI

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