# Services Snapshot

TPX

UCx with Webex

- A single teamwork solution with video meetings, whiteboarding, secure messaging and more
- Collaboration: Enables everyone to see/share all the information they need to work together productively
- Messaging: Exchange secure messages and share files inside or outside your organization
- Meetings: Host large and small meetings from anywhere with audio, video and screen sharing
- Enterprise VoIP: Manage calls, any device, anywhere

UCx with Webex Call Center

- For organizations with 5 employees or 5,000
- Be able to distribute inbound calls from a central phone number to groups of agents
- Have the freedom to decide exactly how your calls are handled, even with multiple call centers
- Don't tie agents to the main office; they can answer calls in the queue from branch locations or at home
- Add web-based Agent and Supervisor clients can to integrate advanced functionality

UCx SmartVoice
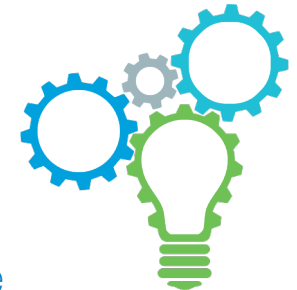
- UCx SmartVoice provides UC functionality — voice and video calling, screen sharing, and online meeting rooms — to boost productivity and enhance collaboration
- Hybrid SIP Trunking + UC: 4-digit dialing between services; on-net dialing between locations/UCx client
- Path for distributed businesses ready to migrate to a cloud UC solution while maximizing existing ROI
- Unified Dialing Plans offer abbreviated dialing and on-net calling between UCx and UCx SmartVoice SIP

## UCx with Microsoft Teams Integration

- Enterprise-grade telephony and global PSTN connectivity for Microsoft Teams
- Direct routing via Session Border Control within the TPx network
- 100% availability — make and receive phone calls even if Teams is unavailable
- Local telephone numbers from anywhere in the US
- TPx offers Poly CCX Microsoft Teams phones for home or office

Managed SD-WAN

- UCx and SmartVoice OTT: Guaranteed QoS to prioritize voice over data across public internet
- WAN Optimization: Improved degraded circuit performance via forward error correction
- Multi-circuit Connectivity/Continuity: Dual or triple circuits — including 4G LTE options as primary or secondary as well as standby circuits
- Maximum total throughput up to 40Gbps
- Inbound Internet Failover for remote users/web traffic
- Virtual Edge options for hypervisors or public cloud

Managed Networks
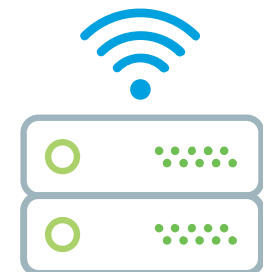
- New software-defined networks along with next-gen firewalls with advanced security features can combat today's newest threats and provide cost savings
- The latest switch technology with advanced troubleshooting and reporting capabilities along with redundant power and stackable features
- Managed wireless LAN solution to help increase productivity by allowing your employees to work more freely and on more devices while providing security and control

Managed Firewalls
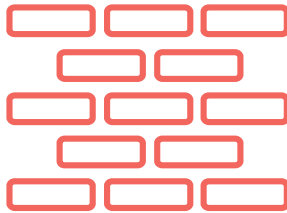
- Next generation firewall with Unified Threat Management (UTM)
- 24 x 7 monitoring and support based out of TPx's Security Operations Center
- Security, continuity, visibility and control with award-winning technology and support
- Anti-virus, anti-spam, web filtering, application control and intrusion prevention
- Premises-based or colocated in a TPx datacenter

Managed Endpoints

- 24x7 monitoring/alerting of system health/ performance
- Proactive patch maintenance and reporting
- Remote assistance with OS config changes, such as adding local users and changing passwords
- Advanced Endpoint Protection: Managed Next-Gen Antivirus and Managed Detection and Response
- Enable your staff to fight cyber threats with Managed Inbox Detection and Response and Security Awareness Training, including phishing simulations.

Managed Backup

- Fast and efficient local or cloud-based recovery of individual files or complete systems
- Reduced downtime through Instant virtualization of failed servers locally and from the cloud
- Flexible backup and restore options for both physical and virtual systems
- Daily recovery testing through advanced screenshot verification
- Monitoring & alerting, backup job management, and disaster recovery assistance included

Datacenter Solutions

- Colocation: an efficient, economical way to have IT systems, applications, and data always online
- Remote hands: highly skilled techs to perform regularly needed tasks (visual confirmations, reboots, modular media swaps, rack-and-stack)
- Direct TPx network access to high-speed internet/MPLS
- Multiple layers of redundancy delivering the high performance tier needed for mission-critical demands
- All critical infrastructure (power, cooling, data paths) is redundant, operating in parallel, protected configuration

Managed Microsoft 365

- Full Office suite plus business-class productivity and collaboration services
- Familiar apps — now as a cloud service
- Professional services by Microsoft-certified experts
- Hands-on aid to optimize Microsoft 365
- Managed migration, configuration, and daily ownership of Microsoft 365 services
- Proactive maintenance/troubleshooting

Cybersecurity Advisory Services
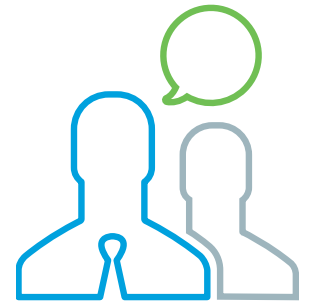
- Provide an in-depth view of your security posture and identify highest-value areas for improvement
- Ensure the proper security configuration of devices and access policies to reduce your exposure
- Evaluate efficiency of security programs and controls to make the most of security budgets and resources
- Identify and remediate gaps in your compliance with established security standards and frameworks
- Reflect our deep expertise in security planning, operations, and risk management