

# Capability Matrix

## Key Solution Areas



**COLLABORATION  
/CALLING**



**CONTACT  
CENTRE**



**DATA CENTRE  
/CLOUD**



**SECURITY**



**NETWORKING**



**SALESFORCE  
SERVICES**

## Services / Managed Services

- Help Desk/Support
- Solution Management
- Moves/Adds /Changes (MAC's)
- Backup as a Service
- Vulnerability Management
- Cloud/Data Centre Adoption/Migration
- Cloud/Data Centre Strategy
- Security Gap Analysis
- Salesforce implementation, customisation, training and value realisation

## Strategic Partners



## Solution Partners



## Cisco Credentials



### SPECIALISATIONS

Advanced Collaboration  
Advanced Data Centre  
Advanced Enterprise Networks  
Advanced Security  
Advanced Unified Computing  
Hyperflex specialisation

### CISCO CLOUD PARTNER

Webex Cloud Collaboration  
Webex Calling  
Webex Contact Centre

### CISCO AUTHORISATIONS

Accelerated TelePresence  
Authorised CMR Hybrid Reseller  
Webex Contact Centre  
Collab ELA Cust Collab  
Collab ELA HCS-LE  
Collab ELA UC WBX OnPrem TP PC  
Collab ELA WBX OnPrem PC  
ATP - Unified Contact Centre Enterprise

## Other Vendor Credentials



## Customer References

We are happy to introduce you to any of the following customers if you would like feedback on their relationship with Kytec:



On-premises Contact Centre with Workforce optimisation  
**EDUCATION (NSW)**



Full security portfolio, Webex Calling, Contact Centre  
**PROPERTY SERVICES AND ADVISORY (SD WAN being rolled out January 2022)**



Data Centre/Storage, Security Gap Analysis  
**MANUFACTURING**



Meraki networking, Security, Voice  
**TOURISM ENTERTAINMENT**



Contact Centre, Webex Calling  
**EDUCATION (FEDERAL)**



Webex  
**EDUCATION (PRIVATE)**



Security  
**SPORTS ENTERTAINMENT**



Data Centre, Data Protection  
**HEALTHCARE**

Other references can be provided as required.