

THE BRAINTRUST

June 2022

CCaaS Webinar Series: Register for Episode 3!

Join Sales Engineer Sarah Arnstein and Talkdesk's Kimberly Glennon on June 16th for CCaaS Vendor Selection and Preparation. Learn how to make the jump from discovery to vendor selection with your customers.

[Register here today!](#)

New Matrix

As carriers stop supporting legacy POTS infrastructure, the new **POTS Replacement Matrix** will help you identify cost-effective solutions and ensure seamless migrations for your customers.

Upcoming SE Trainings

- Dialpad
- Reblaze
- UbiStor
- Vonage
- DarkTrace
- Data Canopy

New Hire Alert

A new CCaaS expert joined AVANT's roster, expanding engineering capacity in the UK! **Neil Farnsworth**'s experience spans audio and web conferencing, IP telephony, video conferencing, networks, and UCaaS/CCaaS. He has always been keen on understanding what differentiates service offerings, to ensure solutions meet clients' needs.

Technology Updates

Security

AT&T provides a comprehensive suite of security services, including managed vulnerability, a common requirement for cyber insurance. Read more [here](#).

New Intelligent Response service enhances **Alert Logic**'s response capabilities via automation (like a SOAR). Read more [here](#).

CPaaS

IntelPeer CPaaS includes natural language processing that deflects common inquiries via automation. Their reputation mgmt. capabilities are great for banking and healthcare customers. Read more [here](#).

CCaaS

8x8's reengineered agent desktop experience packs the same features and capabilities are great for banking and healthcare. Read more [here](#).

Cloud

NexusTek provides wide-ranging IT services for SMB customers. Offerings include Managed Services, Staff Augmentation, IaaS, DaaS, Backup/DR, and Security. Read more [here](#).

Logicworks' Cloud Reliability Platform simplifies AWS/Azure management, automatically completing tasks like anomaly detection, monitoring / escalation, patching, backups, and threat detection. Read more [here](#).

Colocation

Flexential's FlexAnywhere Xperience Platform (FXP) is a single interface that overlays colo infrastructure, VMware, Zerto, and CommVault - with API hooks that allow customers to manage their own environment. Read more [here](#).

Engineering Spotlight



Joe Colletti - Sales Engineer

Focus Area: Connectivity

Since joining the company in 2017, Joe has played roles across AVANT's Sales, Product, and Engineering departments.

In collaboration with SE SMEs, he builds all Dynamic Matrices on Pathfinder, running point when it comes to tracking down data on the hundreds of products featured.

Drawing on a background in digital marketing, Joe helped launch AVANT's Pathfinder Analytics practice and played a key role in bringing AVANT's Pathfinder Premier offering for service providers to life.

He maintains a news database for technologies and providers in AVANT's portfolio on Pathfinder, capturing every major headline dating back to September 2019.

LOCATION

Chicago, IL

FUN FACT

You can email jcolletti@goavant.net noting shirt size, preferred color, and mailing address to receive a complimentary [Year of the Sloth shirt](#).

HOBBIES

Reading, podcasts, basketball, working out.

AVANT Win Wire • CCaaS



Dave Watson



Brent Wilford

Customer International Consulting Firm

Industry Consulting and Managed Services

Size and Scope 550 Named Agents

Drivers & Requirements Contact Center platform unification, dialer platform capabilities, CRM integration, FedRAMP Compliance, outbound hold queue monitoring

Provider NICE CXone

MRC / NRC \$54,245 MRC

Solution CCaaS

Competitors Five9, Genesys, LiveVox

Why did we win?

The Trusted Advisor demonstrated knowledge of the CCaaS marketplace, helping the customer zero-in on NICE CXone, which met all requirements: industry-leading omnichannel contact center, flexible outbound dialer platform, and FedRAMP compliance.

AVANT's Role

In addition to building the scope of work, AVANT helped navigate the down selection process, providing insight on the competitive landscape and detailing compliance and integration capabilities.
