

THE BRAINTRUST

January 2023

New Connectivity and Colocation Certifications!

New to Mobility and Voice? Need a refresher on Colocation offerings? Two NEW certification courses are live: **Connectivity** and **Colocation**! Both are conveniently located in AVANT's Trusted Advisor Academy, accessible via the Pathfinder Back Office!

New Featured UCaaS Vendors Modules!

The Featured AVANT Vendors: **UCaaS course**, located in the Trusted Advisor Academy, includes new Dialpad modules! Along with sections from RingCentral and Zoom, these new modules include a company overview, differentiators, products and services available, AVANT wins, and how to engage Trusted Advisors!

New Matrix

The **Wireless Matrix** outlines provider capabilities across the following categories: wireless data/internet, wireless intra-building and campus solutions, satellite internet, IoT connectivity/devices, mobile voice, mobility services, and wireless TEM. Sort based on required technical sub-components and geographic coverage to identify those who can best meet your customers' needs!

Technology Updates

CCaaS

InflowCX helps customers optimize their contact centers, whether through talent acquisition/retention, platform implementation, operational consulting, or managed services. Read more [here](#).

UCaaS

NTT offers multiple UC platforms, including Cisco (UCM, Webex) and Microsoft (Skype, Teams). They deliver full PSTN replacement in 48 countries. Read more [here](#).

Cloud

Enzu's TruCloud Platform offers one portal for production, disaster recovery, backup, DDoS, DNS, firewall, and ticketing. It provides root access and avoids the VMware tax. Read more [here](#).

LightEdge provides IaaS, business continuity, security, connectivity, colocation, and managed services. Over 80% of clients are in regulated industries, with 50% in healthcare. Read more [here](#).

Phoenix NAP's Bare Metal Cloud is currently their bestselling product. They also offer DRaaS with Zerto, Veeam, and VMware. Read more [here](#).

Security

Lumen blocked 1.06 Tbps of DDoS activity during 2022. Their DDoS Hyper product is available for customers who are experiencing an attack. Read more [here](#).

Thrive's End User Security Bundle is a great option for customers with 100+ users. Email Security, Endpoint Protection & EDR, Anti-Phishing & Security Awareness Training, and DNS Security are all included. Read more [here](#).

Engineering Spotlight



Amanda Bean - Sales Engineer II

Focus Area: UCaaS & CCaaS

Amanda has spent 17+ years in the contact center space, serving just about every role from agent to manager, trainer, engineer, and business development director.

Her experience includes helping lead a decision-making process to consolidate 12 CC platforms to Genesys Cloud, and deploying over 250 locations across the globe, while supporting 9,000 agents through the integration.

An AVANT Trusted Advisor strongly recommended Amanda for this role and we are thrilled to have her on the team!

Outside of work, Amanda is involved in community social justice work and is a leader at the Season for Non-Violence Collective VB.

LOCATION

Virginia Beach, Virginia

FUN FACT

Amanda coached and played NCAA Softball, and was selected to play against the USA Olympic Team.

HOBBIES

Dolphin watching, traveling, camping, writing poetry, drawing, painting, videography/photography.

Connect!

Connect with Amanda on LinkedIn [here!](#)

AVANT Win Wire • SD-WAN



Chip Hoisington

Customer Private Equity Company

Industry Finance

Size and Scope 29 Sites

Drivers & Requirements

As part of a cloud-first strategy, client wanted to move away from MPLS. Low latency and network optimization for Azure, DealCloud, Microsoft 365, and Zoom were key requirements.

Provider Masergy

MRC \$27,640

Solution SD-WAN, DIA, SASE

Competitors Aryaka, Natilik (Palo Alto)

Why did we win?

The Trusted Advisor led the process from the beginning, researching technologies, composing an RFP, and managing the tender all the way through final presentation. AVANT built a strong rapport with the customer and extended technical team, saving huge amounts of time and ultimately pinpointing the correct vendor for their needs.

AVANT's Role

Pathfinder was crucial in capturing the customer's interest early on. The AVANT engineer, Chip Hoisington, provided technical support during initial meetings, offered critical insight as the RFP was drafted, and ultimately played a key role designing the new network.
