

**SHOC**  

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**NETWORKS**



**100+**  
CLOUD  
*IaaS/SaaS/UCaaS*



**1500+**  
COLOCATION  
*Colocation/Services*



**60+**  
CONNECTIVITY  
*Public/Private/Services*



IaaS	Disaster Recovery	Cloud Assessment	Cloud Migration	
DaaS/VDI	Security	Hosted Exchange	Backup	Storage
Hosted VoIP/UC	WAN/MPLS	Fiber	SDN (MPLS alternative)	
1000+ Data Centers	TEMs	Network Management		
Voice Services	Internet Access	Conferencing	Call Center	

# SHOC NETWORKS

Services | Hardware | Optics | Cloud

## Service Provider Ecosystem

100+  
CLOUD  
IaaS/SaaS/UCaaS



1500+  
COLOCATION  
Colocation/Services



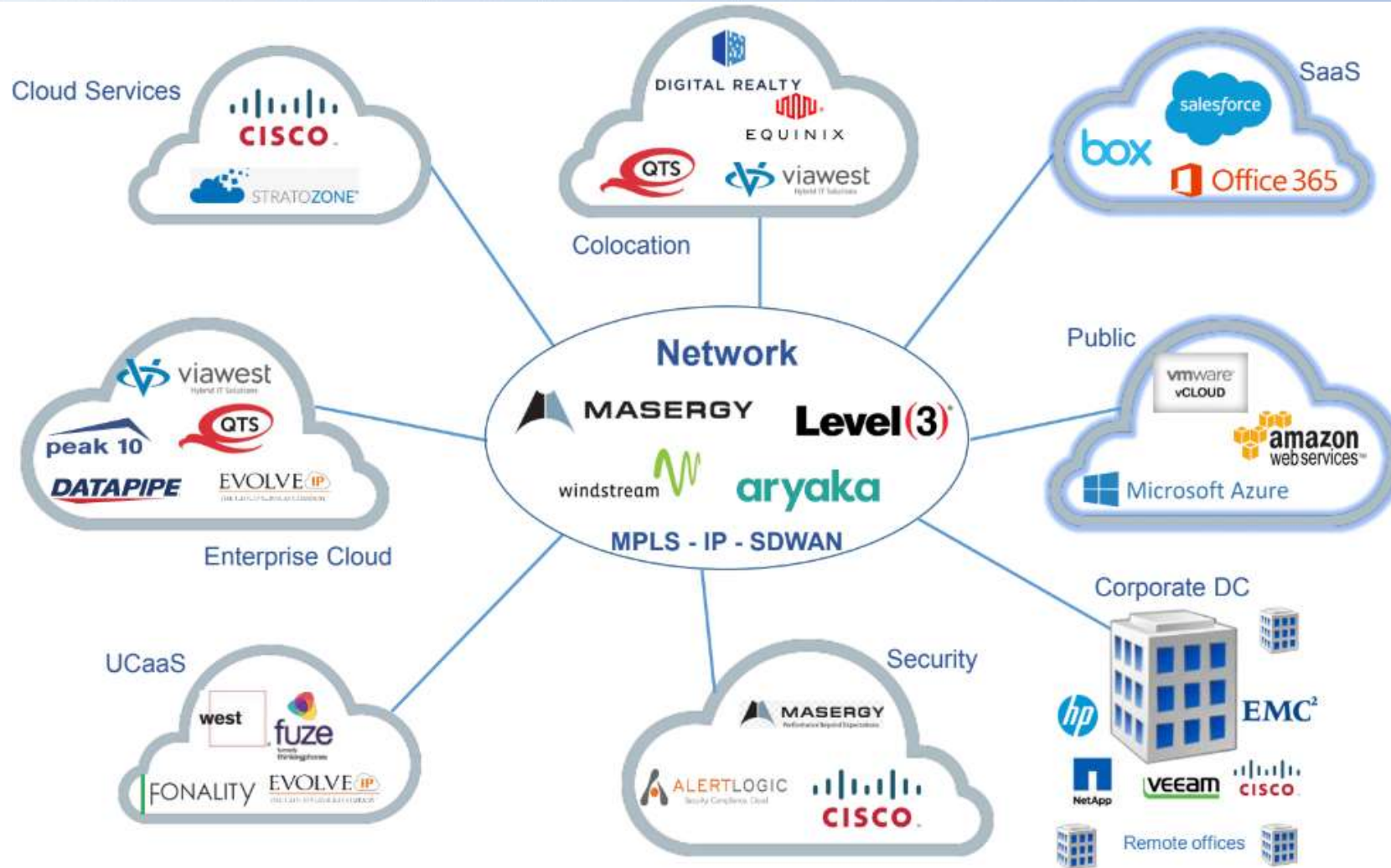
60+  
CONNECTIVITY  
Public/Private/Services



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## Today Modern IT Ecosystem





PROVIDER PORTFOLIO



DATA CENTER LOCATOR



FIBER LOCATOR



INTERACTIVE QUICK ASSESSMENTS



PROVIDER BATTLE CARDS



PROVIDER ONE PAGERS



CONNECTIVITY PRICING REQUEST



DYNAMIC MATRICES



CASE STUDIES



SAMPLE PROPOSALS



UPLOADED DOCUMENTS



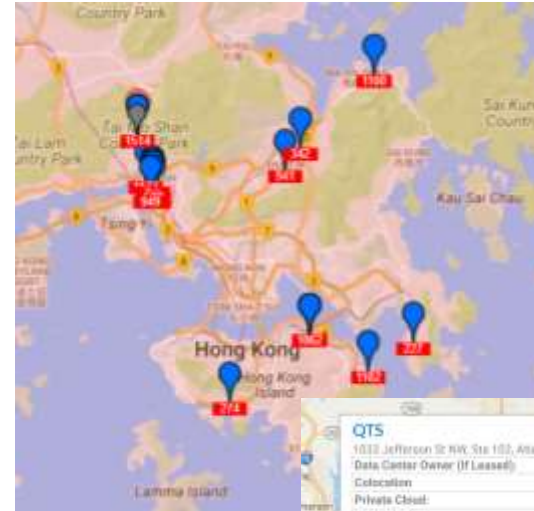
BACK OFFICE VIEW 



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## Data Center Locator



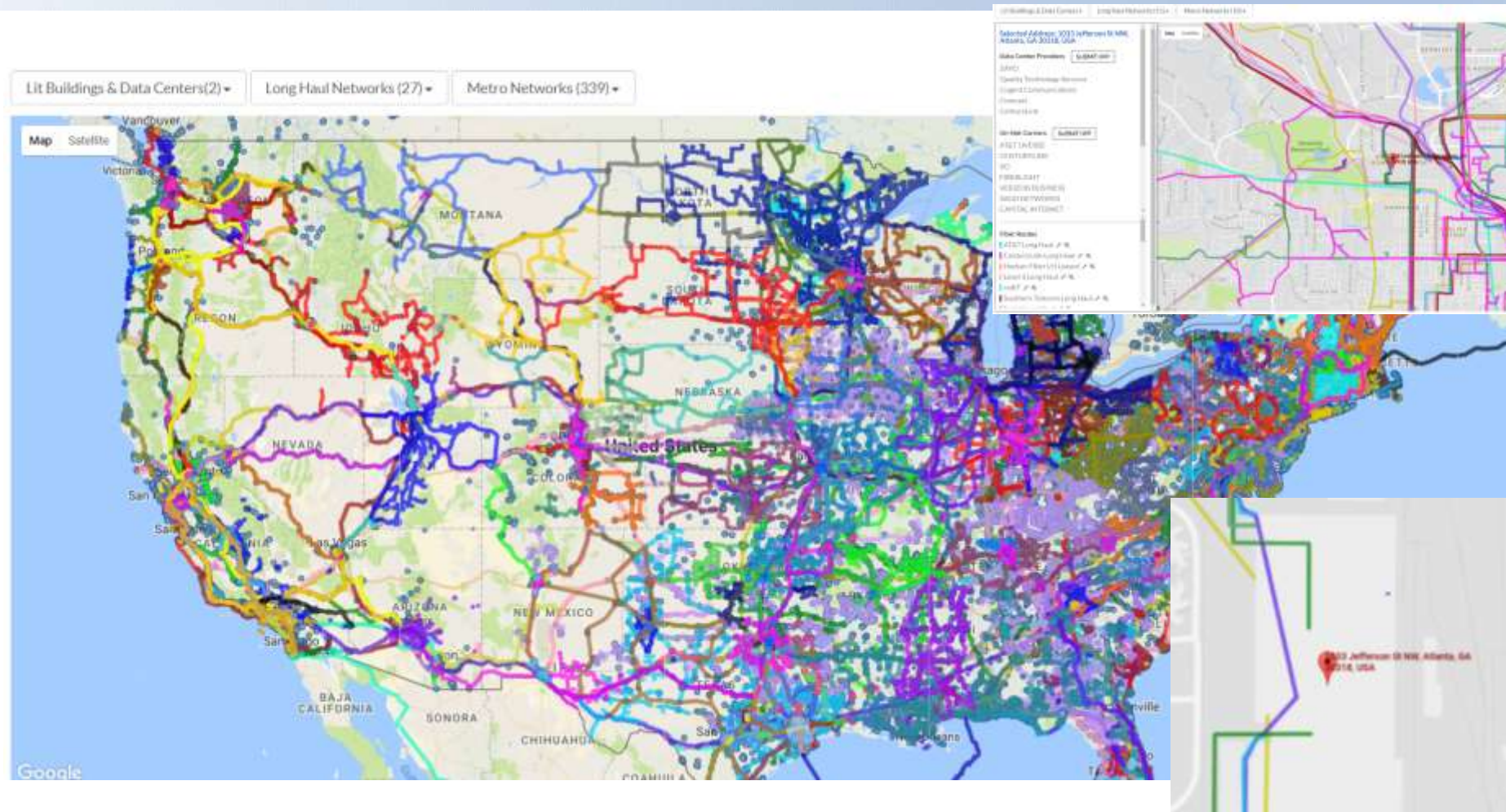
QTS  
1033 Jefferson St NW, Ste 100, Atlanta, GA 30318  
Data Center Owner (If Leased)

Colocation	YES
Private Cloud	YES
Public Cloud	YES
Cloud Connect	Majority
Uptime-Institute Certified	NO
Data Center Tier	3
Minimum Requirements	1,000
Compliance	ISO 27001, HIPAA, PCI, PSD2

Notes:  
LIU/On-Met Centers: Zayo, Quality Technology Services, Cogent  
Connectivity: Sprint, Comcast, CenturyLink, AT&T, VERIZON, CENTURYLINK, XFINITY, LIGHT VERIZON, BUSINESS, SBCOM, NETWORKS, CAPITAL, INTERNET, AT&T, SPRINT, ZAYO, SPECTRUM, FiberNet, Direct, LEVEL, S-COGEN, BROADSTREAM (POP), Comcast

[SUBMIT CPP](#)







## Proprietary Analysis Process Technology & Vendor Mapping

**Desired Network**

What is the goal of this project?

Contact Center as a Service (CCaaS) is a SaaS solution that replicates brick-and-mortar call centers, allowing agents to work from any location. Benefits include built-in redundancy, flexibility, and scalability.

**Required Info**

What is your current solution? What challenges are you facing?

Desired Service(s)  
 MPLS  Internet  
 SD-WAN  Private Line  
 Dark Fiber  VPLN

Which devices would you like to use?  
 Routers  Firewalls

Which devices would you like to use?  
 Routers  Firewalls

Which applications do you want to use?  
 Voice  Critical Applications  
 Video  Other

Any special QoS/CoS requirements?

Preferred Network Architecture  
 Centralized Internet

**Required Contact Center Features**  
 Self-Service Routing  Interactive Voice Response  
 Call Recording  Call Transfer  
 Agent Scripting  Other

**Why are you considering Hosted Contact Center?**  
 Agents at home or multiple locations  
 Lack CapEx budget for upgrades/modifications  
 Incorporate self-service or social media  
 Industry or government compliance  
 Disaster recovery plan  
 Seasonal call spikes  
 Unify multiple technology systems  
 Current solution lacks functionality  
 Avoid complex day-to-day mgmt  
 Other

**Phone Numbers**  
 I want new numbers from the CCaaS provider.  
 I want to port over existing numbers to the CCaaS provider.  
 My existing center will maintain ownership of my numbers.

**Agent Location(s) in Scope**  
 US  Canada  
 South America  Europe  
 APAC  Other

**What are your hours of operation?**

**Budget (\$/month)**

**What is your expected "Go Live" date for this project?**

Attachment (please attach any specifications, diagrams, or equipment lists)  
 To file chosen

## Research, Benchmarking & Advisement Agnostic Engineering & Pricing Analyst Teams

**Cloud Matrix**


**UCaaS Matrix 3.0**

**SD-WAN Matrix v2.0 Market Overview**

**UCaaS Matrix 3.0**

**CCaaS Matrix 2.0**





### Infrastructure as a Service

**Infrastructure as a Service (IaaS)** provides virtual or physical servers on demand. The servers, storage, and network hardware are located in the provider's data center and abstracted from the customer.

#### Required Info

**Quick Hint:** For directions to pull your server specs from vCenter, [click here](#). Please attach the output with your form submission.

**Please choose an option for your server design: \***

- Resource Pool (Aggregate Requirements)
- Server List (Individual Requirements)

**Bare Metal (Physical) Servers**

- Yes, I need physical servers.
- No, virtual servers will suffice.

**Operating Systems**

- Windows  IBM i (AS/400)
- Linux  IBM p (AIX)
- Solaris  IBM z (mainframe)
- HP-UX  Other

**Managed Services Required**

- OS Patching and Management
- Database Administration & Support (ex. Oracle, SQL)
- Application Mgmt & Support (ex. Exchange, SharePoint, Oracle Suite)

**Migration Services**

## Intelligent Qualifying Forms – IQ Forms

- Online application to intelligently capture requirements
- Uniform data capture enables intelligent analytics
- Guided customer Q&A, quick facts hover-overs
- Technology mapping with Solution Engineering team

