

# Domain Knowledge in Enterprise and Service Provider-Centric Technologies

## ▸ Infrastructure

- Grid computing
- IP Infrastructure
- Virtualization
- Server consolidation, operating system, storage
- Network management
- Triple-play automation

## ▸ Service provider

- Hosted contact center
- IVR and Routing
- Desktop solutions
- Outsourcing

## ▸ Communications & U.C.

- Session Border Controller
- VoIP
- Contact Center

## ▸ Enterprise applications

- Business process management
- Analytics
- Customer relationship management
- Provisioning and MACD
- Search engine
- Business Intelligence
- Desktop optimization
- Portal

## ▸ Middleware

- Data integration
- ID management
- Messaging
- Enterprise application integration / SOA