Executive Overview

CBTS (#43 CRN Solution Provider 500) serves enterprise and midmarket clients in all industries across the United States and Canada. CBTS provides unbiased expertise and best-of-breed OEM solutions engineered for partner success in complex MSP and MSSP environments. Specializing in AI, Security, Cloud, Networking, Voice, and Contact Center, we help partners navigate complex accounts with cutting-edge solutions and unparalleled support.

As a vendor-agnostic partner, we offer honest, transparent recommendations, backed by detailed project management and flexible financial models to drive transformation. We work with top OEMs such as Cisco, Microsoft, Palo Alto Networks, Five9, Commvault, Juniper Networks, Fortinet, and many others, delivering modern technology and industry-leading results across healthcare, retail, manufacturing, finance, and professional services.

Unbiased expertise, unlimited possibilities engineered to perfection

- Solve vendor fatigue

- Agnostic

- MSP/MSSP

- large, complex opportunities

- champion our partners

- integrity is paramount

- retail and healthcare

Product & Service Offerings

CBTS has a vast portfolio of managed services across voice, networking, cloud and security. These include:

Voice Managed Services:

- SIP – Complex SIP Trunking with connections to Five9, Genesys, Twilio, and other 3rd party apps

- Microsoft Direct Route

- UCaaS – Cisco WebEx Calling & Microsoft Operator Connect

- CCaaS – Cisco WebEx Contact Center , Five9 & CXSync (less expensive mid-tier CCaaS)

Managed Network Services:

- SD-WAN – Palo Alto Networks & Cisco Meraki

- SASE - Palo Alto Networks & Cisco Secure Access

- Managed LAN – Juniper Mist & Cisco Meraki

- Managed Wi-Fi - Juniper Mist & Cisco Meraki

- Managed IoT – Cisco Meraki

Cloud Managed Services:

- Amazon AWS

- Microsoft Azure

- Backup as a Service - Commvault

- Disaster Recovery as a Service - Zerto

- Public/Private Cloud

- Microsoft O365 Backup - Commvault

Cybersecurity Managed Services

- Security Operations Center (SOC)

- MDR, EDR & XDR – Palo Alto Networks & Microsoft

- Patching as a Service – Big Fix & Tenable,io

Additional One-Time Products and Services also available.

Sales Engineer Take On Best Fit

Ability to cross sell Managed Security, WAN, LAN and Voice Solutions. This includes Cisco and Microsoft UCaaS and CCaaS solutions focused on over 500 users. They offer multiple technology vendors for SD-WAN and SSE (Security Service Edge) including VMWare, VeloCloud, Meraki, Palo Alto, and Checkpoint of which they will layer in a managed service. Sometimes referred to as Network as a Service (NaaS). They also act as a full service MSSP which includes Patch Management, DRaaS, EDR, MDR, & Backup-aaS. They will work with medium, mid-market, and enterprise customers looking to migrate from CapX to OpEx. They prefer companies with over 500 employees.

-Rick Mischka, Cybersecurity FSE

Key Features & Differentiators

- **24x7x365** domestic-based network operating center and day-2 support
- **Employees** - 700+ certified engineers on staff with approximately 2000 employees
- **Experience** - 140+ years of providing solutions and solving business challenges; including thousands of clients to date from many Fortune 1000 companies

- **Financial stability and nimble position** - CBTS, as a large managed services provider, can purchase at the highest levels and

transform that advantage into a low predictable fixed monthly service
- **Integration expertise** - CBTS has the engineering and support expertise to work on complex, multi-solution integration projects
- **Bandwidth agnostic** - CBTS can price, deliver, support the bandwidth needed, however, the client is encouraged to work with their partner to bring the best bandwidth solution to each site. CBTS can manage this either way.
- **Implementation approach** - CBTS provides professional project management on each project to help ensure your client has a successful and smooth migration.

Top Industries Served

- Other

Ideal Customer Profile

- 1-1,000+ locations, 500+ users (Mid/Enterprise)
- Desire to move to the cloud for security, voice or network, the need to access, or enhance cloud-based applications
- Large customers with a complex or unique business design need
- Reduced or minimal IT staff and a desire to purchase OpEx instead of CapEx
- Looking for a vendor with single or multi-solution integration expertise with deep engineering support
- Contractual flexibility around cloud-based solutions and the need to accommodate for moves, adds, or changes during the term agreement

Elevator Pitch

Medium to Enterprise clients looking to migrate from CapEx models to a more flexible OpEx, managed models or migrate their applications to the cloud, CBTS can assist. Their current CPEaaS utility based offerings, coupled with their long history and deep engineering bench, are an asset when looking to you, their trusted advisor, for expertise and guidance.

CBTS's nimble size and financial strength, their domestic-based network operating centers, and day-2 support allow them to create utility-based solution offerings around Security, MSP Services, SD-WAN, SASE, Cloud, Networking and UCaaS. They take their relationships with major vendors and transform their purchasing power into total "aaS" solutions which allows your client to pay a predictably low monthly fixed amount for service and support.