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**Total annual spend for IT and cybersecurity development measures for your company**: Millions

**Industry Sector**: Other

**What are key products or services offered by your company?** Telecommunications, Unified Communications, Contact Centers, Digital Transformation, Omnichannel contact center solution, Private, Public and Hybrid Cloud deployment, Data Analytics, AI and ML to solve unique Contact Center use cases.

**How many people are employed by your company?** 5000-10,000 employees

**What is the current annual revenue for your organization?** $1B-$5B

**How many business locations do you maintain company hardware and equipment such as servers…?** Multiple - all over the globe

**How many people are in your IT Department?** 500+

**How many people are on your IT security team?** 20-50

**Number of Contact Center Seats**: 500+

**What is your current Operating System?** Linux, Windows

**Who is your current ERP vendor?** SAP, Salesforce

**Who is your Cloud Service Provider?** NO

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**1) Do you have responsibility for Cybersecurity?** yes

**Do you plan to add or expand cybersecurity initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** Application Security - Vulnerability Assessment, Application Security and WAF, API Secutiry, Cloud Security Data Center Security DevOps Security, Disaster / Backup Recovery, Email Security Encryption Fraud Prevention / Transaction Security, Identity Access Management, Multi-factor authentication Industrial / IoT Security Network Security - Firewall, Network Security - Intrusion Prevention Systems, Network Security - Monitoring forensics, Penetration Testing and Simulation Ransomware, Risk Compliance, Security Incident Response, SIEM, Web Security

**Please summarize your top Cybersecurity challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: end to end security with encryption
api governance and security

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security scan and penetration test
zero trust and ransomware
identity and access management

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**2) Do you have responsibility for Cloud software solutions?** yes

**Do you plan to add or expand cloud solution initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** , Business Intelligence, Cloud Migration Services Connect Cloud Dev-Ops, Virtualization

**Please summarize your top Cloud Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: plan an ecosystem which is a combination of private, public and hybrid cloud. flexibility to shift workloads from one to another - with full governance and security and control over end -to end solution

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**3) Do you have responsibility for Digital Solutions?**: yes

**Do you plan to add or expand digital responsibility initiatives in the next 12 months?**: yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:**  Artificial Intelligence  Machine Learning Digital Customer Experience Optimization, Digital Transformation Digital Workforce

**Please summarize your top Digital Solutions challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**:
introduce digital channels (voice, email, chat, sms, social and others)
introduce data analytics with ai/ml to solve interesting use cases

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**4) Do you have responsibility for Data Management?** yes

**Do you plan to add or expand data management initiatives in the next 12 months?** yes

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:**  Backup/Disaster Recovery, BI Dashboard  Reporting, Big Data  Analytics, Business Intelligence, Data Integration Access Data Visualization

**Please summarize your top Data Management challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: where should
data reside in a hybrid environment that is mixture of private, public and hybrid cloud?
how do we drive kpi and analytics from the data?
advanced use cases using ai/ml

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**5) Do you have responsibility for Software/Application Development and Management?** no

**Do you plan to add or expand software / application development initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

**Please summarize your top Software/ Application Development challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: no

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**6) Do you have responsibility for Communication Systems?** yes

**Do you plan to add or expand communication system initiatives in the next 12 months?** yes

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**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** Business SMS and MMS Cloud based phone systems (VOIP), Contact Center Optimization, Unified Communications,

**Please summarize your top Communication Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: being ready with omnichannel contact centers with traditional and new channels

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**7) Do you have responsibility for Network Systems?** no

**Do you plan to add or expand network system initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

**Please summarize your top Network Systems challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: no

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**8) Do you have responsibility for Consulting / Outsourcing?** no

**Do you plan to add or expand consulting / outsourcing initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** ,

**Please summarize your top Consulting/Outsourcing challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: no

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**9) Do you have responsibility for IT Leadership, Talent Management and Training?** no

**Do you plan to add or expand IT leadership, talent management, and training initiatives in the next 12 months?** NO

**Please specify which solutions you are interested in speaking to solution providers about with current and future projects in mind:** 0

**Please summarize your top IT Leadership, Talent Management and Training challenges you need assistance with in the next 3-6 months. Please be as descriptive as possible and provide context around your current needs. (this ensures a relevant schedule)**: no