

## Our Services

OTT's team are experts at:

- Providing multi-channel, multi-lingual call centers across various business verticals.
- Business objective aligned training curriculums, incentive plans, quality process and call flows.
- Optimizing operational efficiencies and maximizing sales performance.
- Staying on top of market trends to offer you tailored guidance on the technology solutions, support, and services powering your business from connectivity, to cloud, to energy efficiency.
- Identifying the ideal technology solutions that combine functionality with price.
- Trusted advisor helping your business strategically plan and build its technology stack.



## Our Mission – Your Goals

Your business can and should leverage the experience of a trusted advisor with over two decades of experience, tested partnerships across multiple industries and successful implementation of numerous campaigns and IT services. Our team at OTT Consulting Services are strategic and efficient at aligning client needs with synergistic partners that stimulate growth.

### CONTACT

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### Healthcare

- After Hours Support
- Appointment Scheduling
- Back Office Support
- Billing & Reconciliation
- Collections
- Insurance Verification
- Online Appointment Requests
- Tele-medicine

### Retail/Real Estate/Finance

- Appointment Setting
- Cross Sell & Up-sell
- Customer Care
- Customer Retention
- Lead Generation
- Technical Support
- Telesales

### Digital Services/Home Automation/Utility

- Cross Sell & Up-sell
- Customer Care
- Customer Retention
- Service to Sales
- Technical Support
- Telesales



Voice Support



Chat Support



Email Support



HIPAA Compliance



PCI - DSS Compliance



ITIL - V3 Compliance

## ENERGY

EV Charging | Water & Waste  
Electricity | Natural Gas | Solar

## CONNECTIVITY & SD-WAN

Fiber | Cable | Wireless | Satellite | TEM

## MANAGED SERVICES

NOC | SOC | Professional Services  
SmartSupport | Asset Management

## SECURITY

Physical Security | Network Security  
Endpoint Security | Cloud Security | SASE



## MOBILITY & IoT

Wireless Services | Internet of Things (IoT)  
Managed Mobility | Expense Management (WEM)

## CUSTOMER EXPERIENCE (CX)

UCaaS | Contact Center | CPaaS | SMS  
Analytics | Artificial Intelligence (AI)

## CLOUD INFRASTRUCTURE

Public, Private, & Hybrid Cloud  
Data Center & Colocation | Disaster Recovery

## SOFTWARE AS A SERVICE

Microsoft | Google | ERP | CRM | Productivity | Business  
Applications | IT Management | BI

# Lean On Our Industry Expertise

One source for all your technology needs. With access to over 5000 unique solutions from leading providers, we'll help you solve your business needs whether connectivity, SaaS, UCaaS, CCaaS, security, managed services or even cloud infrastructure. Our engineers and experts evaluate your business and industry as well as your unique needs. We'll bring you side-by-side technical and pricing analyses from the top providers who can not only deliver on service but also scale with your business.

# Receive Vendor Agnostic Recommendations

We're not tied to any specific solution, so our recommendations are unbiased and tailored to your business needs. Our focus is solely on delivering scalable and cost-effective solutions that best suit your business objectives.

### Access to the Leading Cloud Providers in a Single Platform

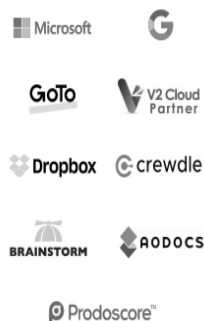
#### SECURITY



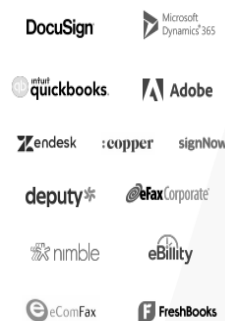
#### INFRASTRUCTURE



#### COLLABORATION & PRODUCTIVITY



#### BUSINESS APPLICATIONS



#### IT MANAGEMENT



# We Can Help

Managing contracts and relationships across vendors can be tedious and time-consuming. We leverage our vendor relationships so that you never need to negotiate another technology contract. Meet the scaling needs of your users without adding headcount, by integrating proactive infrastructure monitoring, on-site equipment servicing, cloud migrations, team onboarding, or extended help desk support with our cloud and networking services & monitoring tools.