

## InTech Global Certifications and Expertise

*“The InTech team has great technical skills, and even more importantly, their teamwork and customer service are fantastic.”*

Head, Connectivity Services,  
Global Communications  
Company

Wireless	
Protocols	Producers
WIMAX	Alcatel-Lucent
3G	Cisco
4G	Nortel
802.1x	Nokia
HSPA	Trapeeze
WCDMA	Huawei
EDGE	NSN
MMS	Comverse
SMS	
GPRS	
WLAN	
WiSM	
WLSE	
Microwave	

Data	
Protocols	Producers
Routers	Cisco
Layer 4-7 Switches	Huawei
Layer 3 Switches	Juniper
Layer 2 Switches	3COM
Frame Relay Switches	Nortel
ATM Switches	Foundry
VPN Switches	Enterasys
Optical Switches	Alcatel
Firewalls	Ciena
Intrusion Detection Systems	Patton
Remote Access Servers	
ATM	
MPLS	
IPTV	
DSL	
Cable	
IPv6	
IPv4	

Voice	
Protocols	Producers
Key Systems	Nortel
PBX	Cisco
VoIP	Ericsson
IP PBX	Interactive Intelligence
Unified Messaging	Avaya
	NEC
	Fujitsu
	Mitel
	Siemens
	AVST
	Toshiba

Call Center	
Protocols	Producers
CRM	Nortel
ACD	Cisco
Skillset Scripting	Ericsson
IVR	Interactive Intelligence
TAPI	Avaya
Unified Messaging	NEC
SQL	Fujitsu
vXML	Mitel
WFM	Siemens
Voice-Logger	Aspect
Speech Engine	Genesys
	InterVoice
	Blue Pumpkin
	Nice
	Mercom
	Teleopti
	Witness
	Varient
	Nuance
	Telisma
	Voice Object
	HP
	Customized Reporting
	Crystal
	Scansoft

## InTech Global Certifications and Expertise (cont'd)

CTI	
Protocols	Producers
SQL	Seibel
vXML	Clarify
XML	Remedy
JSP	Nortel
Java	Cisco
	Genesys
	Avaya

Mobile	
Protocols	Producers
J2ME	Microsoft
Windows	Nokia
Brew	Palm
WML	Blackberry
Java	I-Phone
Symbian	Qtopia
I-Phone	

Management Tools
Producers
HP Openview
Tivoli
Spectrum
Micromuse Netcool
Cisco Works 2000
Network Associates Sniffer Pro
EtherPeek
WhatsUpGold
Open NMS

Operating Systems
Producers
SUN Solaris
HP UX
IBM AIX
LINUX
Novell
Windows NT
Windows 2000
Windows XP
Windows 2003 Server
Compaq VMS

Billing & CRM
Producers
Amdocs
Spectrum2000
LHS/BSCS
Siebel
Oracle