GOODWOLF TECHNOLOGY

Technology & AI Solutions Map

Your technology advisor. Your AI solutions partner.

450+ suppliers and partners in our ecosystem | Royal Oak, Michigan | Serving clients nationwide

AI Solutions

Turn business knowledge into action.

STRATEGY & READINESS

- AI readiness and opportunity assessment
- Use-case prioritization and roadmap
- Data readiness and integration
- Responsible AI and governance

CUSTOMER EXPERIENCE & SALES

- Conversational AI and chatbots
- AI voice agents and virtual assistants
- Real-time agent assist and coaching
- AI-assisted quoting and sales workflows

KNOWLEDGE & PRODUCTIVITY

- Private company knowledge assistants
- Generative AI and copilots
- Document search and summarization
- Workflow automation and AI agents
- Custom AI software and integrations

INTELLIGENT OPERATIONS

- Predictive analytics and maintenance
- Computer vision and video analytics
- IoT data analysis and telematics
- Application optimization and AIOps
- AI-enabled threat detection and response

Cybersecurity

Protect your people, data and operations.

IDENTIFY

- Virtual CISO
- Vulnerability assessments
- Penetration testing
- Governance, risk and compliance
- Security awareness training

PROTECT

- Managed and cloud firewalls
- Web application and email security
- Endpoint protection
- Data loss prevention
- Zero-trust frameworks
- Patch management
- Identity and access management

DETECT

- Log management and SIEM
- Intrusion detection and prevention
- Security operations center as a service
- Machine-learning threat detection

RESPOND

- Incident response and containment
- Eradication and restoration
- AI attack identification and rapid response
- Social engineering detection
- Biometric authentication

Customer Experience

Connect every conversation.

CONTACT CENTER

- Call distribution and interactive voice response
- Inbound, outbound and blended calling
- Preview, power and predictive dialers
- Voice, email, chat, mobile, SMS, social and video
- Call and screen recording; branded caller ID
- CRM/ERP integrations, APIs and SDKs
- Reporting, analytics and business intelligence
- Self-service and UC integrations

COMMUNICATIONS & COLLABORATION

- Unified communications as a service (UCaaS)
- Voice, video, messaging and conferencing
- Call forwarding, voicemail and caller ID
- Presence, mobile access and collaboration
- Communications platform as a service (CPaaS)
- Premises systems, premises as a service and SIP trunks

PEOPLE & PROCESSES

- Workforce management and optimization
- Gamification and employee engagement
- Knowledge and quality management
- Agent coaching, compliance and monitoring
- CRM integration and licensing
- Compliance consulting and implementation
- Business process outsourcing
- Robotic process automation

Cloud & Managed Services

Build a reliable foundation for growth.

CLOUD CONNECTIVITY & STORAGE

- Data fabrics and public-cloud connections
- AWS Direct Connect, Azure ExpressRoute
- Oracle FastConnect and content delivery networks
- SaaS platforms
- Cloud storage: object, file and block

INFRASTRUCTURE

- Data center and cloud
- AWS, Azure, Google Cloud and Oracle
- SAP HANA
- Private, hybrid and multi-cloud
- Infrastructure and platform as a service
- Bare metal and data center colocation
- Disaster recovery as a service
- Backup as a service

APPLICATIONS & MANAGED SERVICES

- Software licensing, management and optimization
- ERP and application management
- Helpdesk as a service
- IT outsourcing
- Cloud migration
- CRM and ERP application support

AI-READY FOUNDATION

- Data lakehouse
- Application and load-balancing optimization
- Predictive analytics
- Large language models as a service
- Robotic process automation

Not sure where to start? Talk with Good Wolf.

goodwolftech.com/solutions-map | info@goodwolfcompany.com | (248) 247-8466

Traditional coverage adapted from the Telarus Technology Solution Map. AI includes partner-enabled solutions and Good Wolf advisory/custom capabilities.

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Advanced Networking

Keep locations and teams connected.

SECURE ACCESS & SD-WAN

- Secure access service edge (SASE)
- Cloud access security broker (CASB)
- Network optimization and security
- Auto-failover and intelligent routing
- Virtual network functions
- Application-aware routing and firewall

CONNECTIVITY

- Broadband and coax
- Dedicated fiber
- Wireless ISP and microwave
- 4G/5G and satellite internet
- Connectivity aggregation

MANAGED NETWORK

- Internal and guest Wi-Fi
- Network monitoring and management
- On-premises and web firewalls
- Endpoint security
- Network security assessments
- Zero trust
- AIOps and performance optimization
- Billing optimization

Mobility

Equip your workforce wherever it works.

DEVICES & CORE PRODUCTS

- Handsets, phones and tablets
- eSIM and multi-SIM
- Private LTE/4G/5G
- POTS replacement over cellular

MANAGED MOBILITY

- Mobile devices as a service
- Staging and kitting
- Helpdesk and break/fix
- Mobile device management
- Plan optimization
- Returns and device replacement (RMA)

WIRELESS NETWORKS

- LTE/4G/5G connectivity
- Device usage management
- Application filtering and detailed reporting
- Distributed antenna systems (DAS)
- Satellite and fixed wireless
- AI performance and billing optimization

IoT & Connected Operations

Make the physical world visible.

SENSORS & INDUSTRY APPLICATIONS

- Temperature, pressure, soil and moisture sensors
- Manufacturing and logistics
- Agriculture and smart cities
- Hospitality

PHYSICAL SECURITY & REPORTING

- Cameras and access control
- Video analytics and computer vision
- Geofencing and detailed usage reporting
- Velocity and acceleration
- Telematics and IoT data analysis

ENERGY

- Electric and gas monitoring
- Solar
- EV charging

Business Support Services

Simplify the services around your business.

BUSINESS SUPPORT

- Live answering and receptionist services
- Wireline expense management
- Mobility expense management

MARKETING SERVICES

- Email campaigns
- Website design
- Content creation

PHYSICAL SECURITY

- Video surveillance
- Access cards and access control

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