



Enhancing business efficiency.

AGENTIC AI · MSP · TELECOM · CYBERSECURITY · ISP

2026

Statement of

SERVICES

& CAPABILITIES

End-to-End IT Solutions. Built for Today. Ready for Tomorrow.

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PARTNERSHIP

Our Approach

Business-Focused. Secure. Results-Driven.

01

We Start by Listening

Every engagement begins with understanding your business goals, pain points, and the people who depend on your technology.

02

We Simplify the Complex

We turn fragmented, multi-vendor IT environments into unified, clear, efficient infrastructure you can manage and build on.

03

We Design for Sustainability

Our solutions are secure, scalable, and built to last — reducing reactive fixes and delivering foundations that grow with you.

04

We Operate as True Partners

We are accountable to your outcomes. We invest in understanding your business because your success is our success.

HOW WE MANAGE IT ALL

● **One Point of Contact**

Single partner for all your IT and AI development needs

● **Proactive NOC Monitoring**

We prevent issues before they impact your business

● **Scalable Solutions**

Adapt and grow without adding complexity

● **Transparent Reporting**

Real-time visibility into performance and ROI

● **Strategic Guidance**

We align technology and AI development with your goals



ISERV GROUP

Why Iserv

Your single integrated technology partner for AI development, connectivity, security, cloud, and managed IT.

ONE PARTNER

for ISP, Telecom, MSP, Cybersecurity & AI

24/7 NOC

Network Operations Center coverage

500+ CARRIERS

Direct relationships & connectivity



AI Development & Transformation

Purpose-built Agentic AI and bespoke software development that automates, optimizes, and accelerates your business.



Carrier-Backed Connectivity

Direct relationships with 500+ carriers — Verizon, AT&T, Comcast, and more — for better pricing and performance.



End-to-End Ownership

One partner for connectivity, infrastructure, AI development, and cybersecurity — no vendor finger-pointing.



AI-Enhanced Security

Built-in security, 24/7 NOC monitoring, and AI-powered threat detection to keep your business running confidently.



Scalable for Any Business

From lean SMBs to complex multi-site enterprises — we grow with you without adding operational complexity.



ISERV GROUP

Our Integrated IT Ecosystem

Every layer working together. One partner for bespoke solutions at every level. Total peace of mind.

AI DEVELOPMENT & BUSINESS TRANSFORMATION

AI Assessments · Agentic AI Development · Process Automation · Bespoke Software · Data-Driven Insights



CLOUD & APPLICATION SERVICES

Microsoft Azure · Cloud Migration · Backup & DR · SaaS Management · Cost Optimization · Bespoke Development



MANAGED IT & SUPPORT

24/7 Help Desks · Desktop & Device Management · On-Site Support & Buildouts · IT Lifecycle Management



AI-ENHANCED SECURITY OPERATIONS

SIEM & NOC Monitoring (24/7) · AI Threat Detection & Response · Endpoint Protection · Compliance & Risk



NETWORK & CONNECTIVITY

Internet & SD-WAN · Private Wireless · Dark Fiber · SIP Trunking & VoIP · 500+ Carrier Direct Access



AI Development & Business Transformation

Iserv's Agentic AI development team designs, builds, and deploys intelligent solutions that automate, optimize, and accelerate your operations — empowering your team to compete at the pace of tomorrow.



AI Assessments & Strategy

Identify where AI development delivers the most business value and build a pragmatic, prioritized roadmap.



Agentic AI Development

Our development team builds and deploys intelligent agents that handle repetitive tasks, workflows, and decision support.



Process Automation & Dev

Connect your systems through custom-developed automation — eliminate manual hand-offs with solutions built to your spec.



Data-Driven Insights

Transform raw business data into actionable dashboards and analytics developed specifically for your operations.



Agentic AI & Application Stack

Production-grade development frameworks that power our intelligent automation and custom software.

CORE DIFFERENTIATOR



AI INTEGRATION & FRAMEWORKS

The development engine behind every Iserv Agentic AI deployment — from voice agents to document automation.

- ▶ TensorFlow · PyTorch
- ▶ OpenAI · BERT
- ▶ Open-source LLMs (Llama, Mistral)
- ▶ LangChain Orchestration
- ▶ NLP & Conversational AI Tools
- ▶ Intent Recognition & Speech-to-Text

FRONT-END

React.js, Angular, Vue.js

HTML5, CSS3, JS, TypeScript

Tailwind CSS, Bootstrap

Material UI, Blazor

BACK-END

Node.js (Express)

NET Core / Framework / MVC

Python (Django, Flask)

Java (Spring Boot), PHP, C++

MOBILE

Flutter

React Native

Kotlin (Android)

Cross-platform & native delivery

DATABASES

MS SQL Server, MySQL

PostgreSQL, Oracle

MongoDB, Firebase

Redis (in-memory cache)



Infrastructure & Delivery Stack

Cloud, communications, and agile delivery practices that keep your AI agents and applications running 24/7.



CLOUD & DEVOPS

Scalable hosting, CI/CD, and containerized deployments engineered for uptime.

- AWS, Google Cloud, Microsoft Azure
- Docker container orchestration
- Kubernetes for production workloads
- Jenkins, GitHub Actions for CI/CD
- Infrastructure-as-Code & automated provisioning



TELEPHONY & COMMUNICATIONS

The voice layer powering Iserv Voice AI agents and customer-facing automation.

- Asterisk-based call platforms
- IVR design and intent routing
- SIP / VoIP carrier-grade voice
- WebRTC for in-browser calling
- Twilio integrations · SMS services



PROJECT MANAGEMENT

Agile development delivery with full transparency from kickoff through production.

- Jira for sprint planning & tracking
- Bitbucket for source control
- Confluence for documentation
- Microsoft Teams for collaboration
- Agile — biweekly sprints, demos & reviews



VOICE AI

Voice AI & Customer Engagement

AI-powered voice and customer engagement — automating interactions, unifying every channel, surfacing real-time intelligence.



AI Agent

Intelligent Voice Automation

Handles inbound and outbound calls autonomously — authentication, booking, payment processing, and FAQ resolution 24/7. Personalized AI voices, multilingual IVR, and context-aware conversations replace legacy call routing.



Omni

Cross-Channel Communication

Unify voice, SMS, email, live chat, WhatsApp, and social media in one platform. Intelligent routing and CRM integration ensure every interaction is captured and consistent. PCI DSS-compliant payment IVR included.



AI Quality

Sentiment, Compliance & Analytics

Every interaction auto-scored for sentiment, compliance, and performance. Topic-based modelling, entity recognition, and PII redaction deliver strategic insight — eliminating manual QA.



AI Analytics & Coaching

Real-Time Development Intelligence

Live transcription, real-time coaching prompts, and interaction summaries keep agents accurate. AI Guru surfaces knowledge base answers during live calls. Post-call analytics reveal trending topics and upsell signals.

24/7 Voice Automation

Multilingual Support

Real-Time Transcription

CRM Integration

PCI DSS Compliant

Sentiment & QA



Network & Connectivity

Reliable, carrier-backed network infrastructure and flexible connectivity solutions built for today's demands.

DIRECT ACCESS — 500+ CARRIERS

Verizon

AT&T

Comcast

500+ More

Powering your business with reliable, carrier-backed network infrastructure and flexible connectivity solutions built for today's demands.

BUILT ON DIRECT CARRIER RELATIONSHIPS

Internet & SD-WAN

High-performance internet with SD-WAN for intelligent routing, failover, and multi-site management.

Private Wireless

Secure, dedicated wireless networks for campuses, facilities, and distributed field teams.

Dark Fiber

High-capacity dedicated fiber for maximum bandwidth, low latency, and complete reliability.

SIP Trunking & VoIP

Modern voice over IP that replaces legacy telephony with flexible, cost-effective, cloud-ready alternatives.

Direct Carrier Access

Leverage direct relationships with 500+ national and regional carriers for better pricing and support.



Security Operations

Protecting your business around the clock with AI-powered monitoring, threat detection, and compliance management.



SIEM & NOC Monitoring

24/7 Security Information and Event Management plus Network Operations Center coverage — detect and respond to threats in real time before they impact operations.



AI Threat Detection & Response

Advanced AI-powered threat intelligence and automated response playbooks that contain incidents before they escalate into costly breaches — built in for every client.



Endpoint Protection

Comprehensive coverage for every device — desktops, laptops, mobile, and servers — with Endpoint Detection & Response (EDR) and MDR capabilities.



Compliance & Risk Management

Ongoing frameworks, policies, and assessments supporting HIPAA, SOC 2, NIST, and other regulatory requirements — delivered with clear documentation and audit trails.

▶ **Next: Where does your security posture stand? The Iserve Cybersecurity Maturity Framework →**



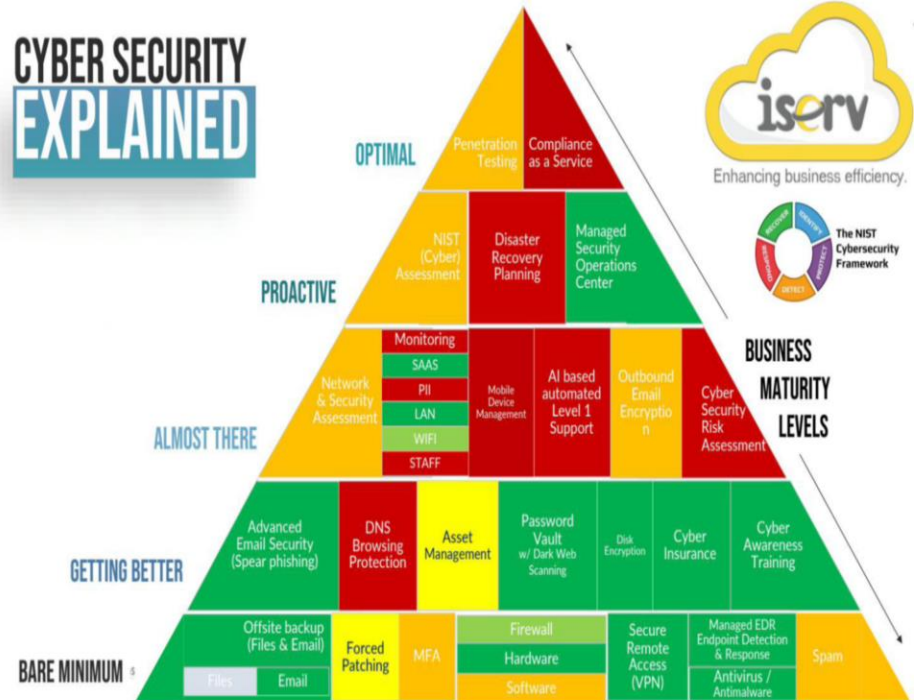
SECURITY

Cybersecurity Maturity Framework

Iserv uses this framework to assess your current security posture and build a prioritized, practical roadmap.

Where does your business stand?

OPTIMAL	Penetration Testing · Compliance as a Service
PRO ACTIVE	NIST Assessment · DR Planning · Managed NOC
ALMOST THERE	Network Assessment · Monitoring · MDM · AI Level 1 Support
GETTING BETTER	Email Security · Password Vault · Cyber Insurance · Training
BARE MINIMUM	Backups · MFA · Firewall · VPN · EDR · Antivirus
Ask us for your complimentary Security Assessment	





MANAGED IT

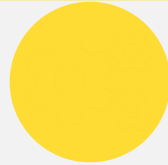
Managed IT & Support

Your technology, expertly managed. We handle the complexity so your team can focus on growing the business.



24/7 Help Desk

- Live support around the clock
- Tier 1–3+ technical assistance
- Remote & on-site resolution
- SLA-backed response times



Desktop & Device Management

- Endpoint monitoring & patching
- Software lifecycle management
- Hardware procurement support
- Microsoft Intune & Autopilot



On-Site Support & Buildouts

- On-site technicians & deployments
- New location buildouts & cabling
- IT infrastructure installs
- Asset tracking & reporting
- Vendor & lifecycle management
- Budget forecasting & guidance



Cloud & Application Services

Modern cloud infrastructure and development — agile, secure, cost-optimized, and continuously managed for your business.



Microsoft Azure

Scalable cloud hosting, compute, and storage — architected for performance and cost efficiency.



Cloud Migration

Seamless transitions from on-premises to cloud with minimal disruption and risk.



Backup & Disaster Recovery

Automated backup strategies and tested recovery plans that protect data and ensure continuity.



Cloud Cost Optimization

Right-sizing, reserved instances, and spend governance to reduce your cloud bill without sacrificing performance.



Bespoke Development

Custom applications and integrations built by our development team to fill operational gaps and scale with you.



Microsoft 365 Management

Full M365 deployment, security hardening, and ongoing administration for your entire organization.

Microsoft Partner

Azure-Certified Solutions

Zero-Downtime

Migration Approach

Cloud Cost Optimization

Governance & Right-Sizing

M365 Security

Hardening Included



OVERVIEW

Core Service Areas

Your single partner across AI development, security, connectivity, managed IT, and cloud.



AI DEVELOPMENT & TRANSFORMATION

AI Assessments & Strategy

Agentic AI Development & Deployment

Process Automation

Bespoke Solutions

Data-Driven Insights



SECURITY OPERATIONS

24/7 SIEM Monitoring

AI Threat Detection

Endpoint Protection

Compliance Management

Risk Assessments



MANAGED IT & SUPPORT

24/7 Help Desk

Desktop & Device Management

On-Site Support & Buildouts

IT Lifecycle Management

NOC Coverage



CLOUD & APPLICATIONS

Microsoft Azure

Cloud Migration

Cost Optimization

Backup & DR

Application integration



NETWORK & CONNECTIVITY

Internet & SD-WAN

Private Wireless

Dark Fiber

SIP Trunking & VoIP

500+ Direct Carriers



Capabilities Overview

Service Area	Key Capabilities	Examples of Deliverables
AI Development & Transformation	Agentic AI Development · AI Assessments Process Automation · Bespoke Software	AI roadmaps · Custom agents · Automation workflows Bespoke applications · Analytics dashboards
Network & Connectivity	Internet & SD-WAN · Private Wireless · Dark Fiber SIP Trunking & VoIP · 500+ Carrier Access	Network architecture & design · Carrier provisioning Connectivity SLAs & performance reporting
AI-Enhanced Security Ops	SIEM & NOC Monitoring (24/7) · AI Threat Detection Endpoint Protection · Compliance & Risk Management	Security assessments · Incident response plans Compliance docs (HIPAA, NIST, SOC 2)
Managed IT & Support	24/7 Help Desks · Desktop & Device Management On-Site Support & Buildouts · IT Lifecycle Management	SLA reports · Device dashboards · Roadmaps On-site buildout documentation
Cloud & Applications	Microsoft Azure · Cloud Migration · Backup & DR Cost Optimization · Bespoke Development · M365	Cloud architecture · Migration plans · DR runbooks Cost governance reports · M365 deployments



VALUE

Business Value

Delivering measurable outcomes that strengthen operations, reduce risk, and support long-term growth.



Operational Efficiency

Reduce manual effort and friction by improving workflows, eliminating bottlenecks, and helping your team accomplish more with less.



Risk, Security & Compliance

Strengthen data protection with AI-enhanced controls and system reliability to meet regulatory requirements and maintain audit readiness.



Cost Control & Smarter Investment

Improve visibility into technology spend, optimize cloud costs, reduce tool sprawl, and ensure every dollar aligns with business priorities.



Scalable, Sustainable Infrastructure

Design technology foundations — built by our development team — that stay stable as you grow and reduce reactive firefighting.



Impact in Action

Real solutions delivered to real businesses — turning technology challenges into competitive advantages.

HEALTHCARE

Secure & Connected Care Organization

Challenge: Multi-location provider needed HIPAA-compliant infrastructure, reliable connectivity across sites, and AI-assisted intake to reduce staff burden.

Solution: Iserv deployed secure SD-WAN, 24/7 NOC monitoring, SIEM, and an AI scheduling agent — cutting intake time and ensuring HIPAA compliance.

LOGISTICS & MANUFACTURING

Resilient Multi-Site Operations

Challenge: Regional logistics company experienced network outages causing costly production delays and had outgrown their single-vendor telecom agreement.

Solution: Consolidated connectivity with carrier-backed SD-WAN, failover routing, and managed IT across 6 facilities — eliminating unplanned downtime.

PROPERTY MANAGEMENT

Smart Building Connectivity & AI

Challenge: Property management group needed building-wide connectivity, tenant-facing automation, and centralized IT management across their portfolio.

Solution: Iserv provided private wireless, dark fiber to anchor properties, and AI agents for maintenance intake — improving tenant response times and NOI.

NON-PROFIT

Mission-Focused Community Foundation

Challenge: Rising IT and overhead costs were diverting limited donor funds away from programs, while aging systems strained an already lean team.

Solution: Iserv consolidated cloud, security, and support into one managed plan — cutting IT spend ~30% and redirecting savings to mission programs.



WHO WE SERVE

Who We Serve

Trusted by businesses across industries nationwide.

ISERV partners with organizations that depend on secure, well-run technology to power their operations. From lean SMBs to large, multi-location enterprises — we help clients operate efficiently, reduce costs, and scale with confidence.

Our development and managed services experience spans AI, connectivity, security, cloud, and managed IT in environments where reliability, performance, and accountability are non-negotiable.



**Logistics &
Manufacturing**



**Property Management
& Housing**



Healthcare



**Retail & Customer
Service**



Non-Profits



**Multi-Site
Enterprises**

Trusted Partners



Microsoft Solutions Partner



**UN Global Marketplace
Registered Vendor**

ANTHROPIC

**Claude
Registered SMB Partner**

LET'S BUILD YOUR COMPETITIVE ADVANTAGE

Whether you're building with AI, modernizing infrastructure, strengthening security, or looking for a smarter connectivity partner — Iserv is with you at every step.

TRUSTED
PARTNER

PROVEN
EXPERTISE

AI-READY
SOLUTIONS

MEASURABLE
RESULTS

GET IN TOUCH



Enhancing business efficiency.



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