

convergent



Who is **Convergent**?

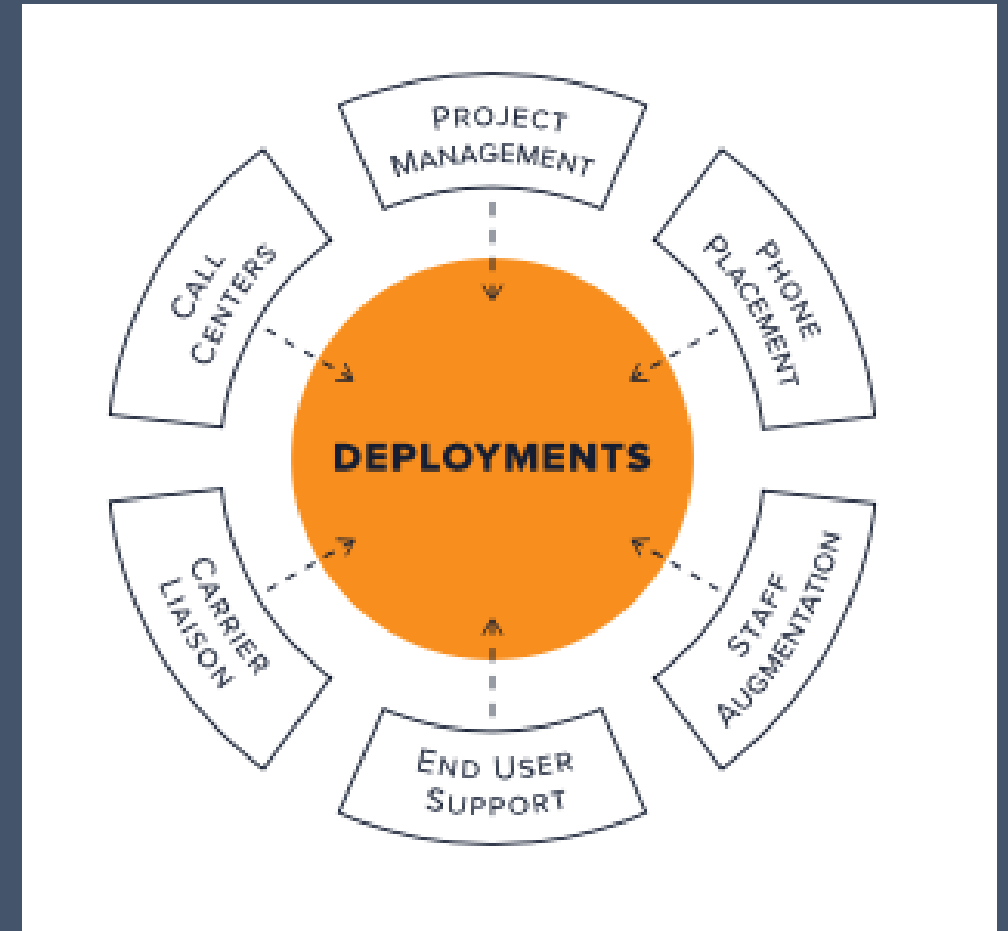
Telecom centric organization that specializes in the deployment of Hosted and Premise based Enterprise VoIP systems for:

- Service Providers
- Higher Education
- Enterprise
- Hospitality
- Healthcare
- Federal Government

- Prior experience with Broadworks, Cisco UC, ROLM (Siemens), Mitel, Inter-Tel, and Executone.
- We understand all aspects of a VoIP deployment from the beginning of the project, including: user interviews, data collection, telco coordination, user training, endpoint deployment, cutover, troubleshooting, user support, close out, etc.
- Customer service is our specialty – we strive to have satisfied end users, management and support staff. We are focused, dependable, flexible and adaptable.

Some of our Services include:

- Project Management
- Data Collection
- Phone Placement
- Staff Augmentation
- End User Support
- Carrier Liaison
- Call Centers



Project Management

We use dedicated project managers for each project to ensure a single point of contact for both internal project teams and technology and/or service providers.

Detailed project plans and web-based project management software is used for all size projects. We have taken on projects ranging from 10 phones up to 25,000 phones!

Data gathering and analysis helps identify any project risks and ensures accurate information for a successful project completion.



Data Collection

Details are what make or break a successful deployment! Our team is known for being incredibly detailed when working on database collection.

We work with the customer contact to review all phone numbers, extensions, key programming and feature sets. Every detail is captured and documented in our data collection process. This information can go into a standardized Excel sheet, a Broadworks load sheet, or a format of your choosing.

We will document call flows as well as work through auto attendants, hunt groups and call centers!



Phone Placement

Our team follows a carefully planned process for phone placement and setup. While this may seem like a small step in the overall deployment, it is critical and time consuming.

Our team members are always trained on the specific features being deployed, the overall project schedule and can provide assistance to end users during the entire process.

Unhappy end users will create issues and can cause a project delay!



Staff Augmentation

Whether we are working directly with an organization or teaming with a service provider, we can provide the staff needed to complete the project on time.

Our extensive knowledge helps us determine your needs for a project team.

Our teams integrate with any existing internal teams already in place and we understand the importance of becoming ONE project team!



End User Support

Our specialty is customer service and ensuring end users are just as happy during the project as the executive team and project stakeholders.

We can provide onsite training, customized training material, and one on one support as needed.



Carrier Liaison

We can assist with port orders as well as the required follow-ups with the carrier contact.

Our team can be on the carrier porting call to ensure that the number port is smooth. We'll address any issues directly with the carrier.

If carrier escalations are required – we can handle them on your behalf!



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Call Centers

Call Centers are often one of the most important aspects of a business. Whether we are working with a commercial business, a university or medical center; call centers are a critical part of the project that can make or break success.

Our team is well versed in call centers of all types and have the expertise to design, migrate as well as fully test your call center.



Success Stories:

University of Virginia and their associated hospital – Broadsoft deployment of 22,441 phones and 81 call centers deployed in 15 months. Convergent was contracted to lead the project and deployment teams for UVa.

UVa had a legacy ROLM system that was reaching end of support December 2015.

Carrier was CenturyLink before and after the migration to Broadworks.

Project was completed on-time and under budget.



University of Missouri along with two associated hospitals – Cisco deployment of 25K phones and over 60 call centers deployed in 28 months. Convergent led the project and deployment teams for Mizzou. The teams consisted of Convergent employees as well as Mizzou staff.

Mizzou had Centrex and a number of disparate PBX's.

Carrier was CenturyLink before and after the migration to Cisco UC

Project was completed on-time and under budget.



Total Technologies

Worked on various Total Technology installations ranging from 30-300 users.

Convergent offers remote and on-site support for Total Technology's customers.

For smaller sites - remote data collection, system programming, porting and testing has led to successful deployments.

For larger sites, onsite work including phone placement, training, number porting and testing has resulted in many happy customers!



Thank you!

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