



## MIGRATING FROM PROJECT-BASED MAINTENANCE SUPPORT TO ALL-INCLUSIVE MANAGED SERVICES FOR A FORTUNE 100 COMPANY



### Challenge

ConvergeOne began its relationship with a Fortune 100 company as a solutions and maintenance provider, handling the support of Avaya solutions, implementing 20,000+ endpoints across 100+ locations around the country, and eventually consolidating the systems into a flat model where each system was connected to the Avaya core. ConvergeOne managed the project-based work, maintenance, after-market pieces, and parts sales.

When the customer became dissatisfied with its existing managed services provider, it turned to ConvergeOne to serve as its end-to-end managed services partner for all the voice infrastructure.



### The ConvergeOne Response

ConvergeOne took over all the premises-based Avaya infrastructure and the integrated third-party applications that included NICE (NICE Analytics, NICE Workforce Management, and NICE CXone), and Swampfox, among others. ConvergeOne's deep expertise in Avaya solutions allowed it to provide the gold-standard capabilities, technical resources, and monitoring and management tools that the customer required, including incident management, release management, and governance.

With an integrated service desk solution, ConvergeOne has visibility into the customer's IT environment, enabling it to serve as a seamless extension of the customer's IT team rather than a separate entity. Once a ticket for the telephony system is submitted by an employee, ConvergeOne quickly moves to resolve the issue. By consulting with the end user, understanding the issue, identifying the root cause, and remedying the issue quicker than the customer's internal staff or a third-party managed services provider could, ConvergeOne is able to minimize the impact and loss of productivity on the customer's day-to-day business.



## Results

With ConvergeOne taking full control of the tactical components of the voice infrastructure, the customer can now focus on the strategic aspects that align with the business. The customer can also be more forward-thinking about future projects that will impact the bottom line rather than dealing with the phone systems. The partnership with ConvergeOne has proven to be more cost-effective than adding in-house staff to deal with the aspects that ConvergeOne cares for.

ConvergeOne's team of experts also continues to provide proactive patch management to the customer, constantly updating and fixing issues before the software becomes vulnerable. ConvergeOne also works with the customer's telephone carrier to troubleshoot on behalf of the customer.

ConvergeOne will continue to provide cutting-edge solutions to the customer, beginning with the implementation of an E911 solution that will allow the company to remain in compliance with continually evolving legal requirements. Additionally, ConvergeOne's multi-vendor expertise enables the customer to not only achieve its existing goals, but also to make progress towards its long-term goal of migrating to Microsoft Teams Voice managed services.



## Create a Path to Modernization

Understanding your unique business goals is always the first step in outlining the right path to modernization. With ConvergeOne's team of experts, we'll use our best practices to ensure you have a vision and strategy to execute your modernization journey.

Schedule a Modernization Workshop to outline your business objectives and create a plan for moving forward.

 **ConvergeOne**