USAGE MANAGEMENT

Enhancing Network Utilization

Utilization details — whether they comprise telephone calls, data transfer, backup storage, or printing — help to answer a wide range of questions about how efficiently these critical resources are being used.

ConvergeOne is committed to helping you maximize the utilization and performance of your network with Usage Management from ConvergeOne Managed Services — a comprehensive and growing portfolio of services designed to keep all your communication solutions reliable, cost-effective, and performing at their best.

The ConvergeOne team and our SDMs are backed by resources including our Managed Service Support Center and redundant, state-of-the-art Network Operations Centers (NOCs) utilizing advanced tools and sophisticated processes. Together, they are at work 24x7x365 supporting millions of ports, mailboxes and devices.

Leveraging all this expertise and professionalism, ConvergeOne Managed Services delivers a solution that is both cost-effective and tailored to your needs.

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Tracking Usage Across Your Organization

ConvergeOne Usage Management provides the ability to collect usage transaction data, combine it with other business data, simplify it all into actionable information, and share it with the appropriate employees, managers, and systems to enhance communications usage company-wide. The capabilities provided include:

> Traditional Call Accounting — collecting call detail records (CDRs) from multiple ages and brands of PBX and/or unified communications (UC) systems
> Flexible rating for PBX/UC CDRs
> Wireless Call Accounting — collecting CDRs, usage, and cost data from multiple mobile carriers
> Auto synch with personnel and organization hierarchy
> Dashboards, flexible reports, and data sharing with other applications
> The option for either a premises-based or hosted deployment

A Flexible Approach to Your Support Needs

As a full-service provider, ConvergeOne offers a complete spectrum of ongoing support, from a choice of maintenance plans through fully managed and professional services. Our portfolio provides one source for prepackaged and customizable services — empowering you to choose the level of support and options to meet your specific, strategic needs. With our flexible approach, we work with you to put together a managed solution that:

> Fits your infrastructure
> Integrates with your business processes
> Meets your unique needs and your budget

The Benefits of ConvergeOne

ConvergeOne is an industry leader in the integration, operation, and optimization of communications technology. In addition to providing a personalized approach to service, our highly trained, certified engineers and technicians represent a vast knowledge base, with decades of experience supporting multivendor solutions from end to end.

For additional information on Usage Management and the full portfolio of ConvergeOne Managed Services, please contact your ConvergeOne representative or call 888 321 6227.

THE BUSINESS BENEFITS YOU WANT

ConvergeOne Usage Management provides the valuable utilization information you need to:

Quickly answer HR / legal compliance usage questions

Identify and eliminate unused networks, ports and mobile devices

Easily answer ad hoc usage questions from any department in your company

Identify inappropriate use of company resources

Proactively monitor network capacity

Automate ongoing usage and cost reporting across your company

Save hours to days each month on automated fixed and wireless expense chargeback

Easily optimize mobile plans and go paperless with 20-point mobile invoice analysis

Track cost of personal use of company fixed and mobile resources

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