CONVERGEONE OPERATE

Managed Services Offer

Day-to-day operation of your IT and communication infrastructure is important – but enabling your people to innovate and enhance your business can lead to new revenue streams and more profitability. Looking to free up staff, reduce cost, mitigate risk, and improve performance of your IT infrastructure? Look no further than the **ConvergeOne Operate** Managed Services offer.

ConvergeOne Operate cost-effectively manages complex, multi-vendor unified communications (UC) and contact center (CC) systems from Avaya, Cisco, and more in the manner best suited to your organization, allowing you to focus on your business. Our team of service experts possess the broad and deep knowledge to bridge multiple platforms and applications to:

- Ensure optimal performance and productivity for core technology platforms

- Avoid service-affecting issues via proactive monitoring, software release management, capacity and configuration management, and problem management

- Respond quickly to administrative and Move/Add/Change requests

- Maintain control without dedicating limited staff resources to operational efforts

- Support a seamless transition to the cloud with consistent services and expertise

Your One Source for Any Environment

ConvergeOne Managed Services provide a predictable and scalable cost for support of your collaboration environments – lowering TCO through reduced capital investment and providing an improved level of service through access to greater levels of expertise and advanced processes and tools.

ConvergeOne Operate gives you a single source for customizable managed services. Leverage our proven methodology, three high-tech Customer Success Centers (CSCs), expert tools, and the skills of highly trained, certified professionals who can proactively support even the most complex communications infrastructures.
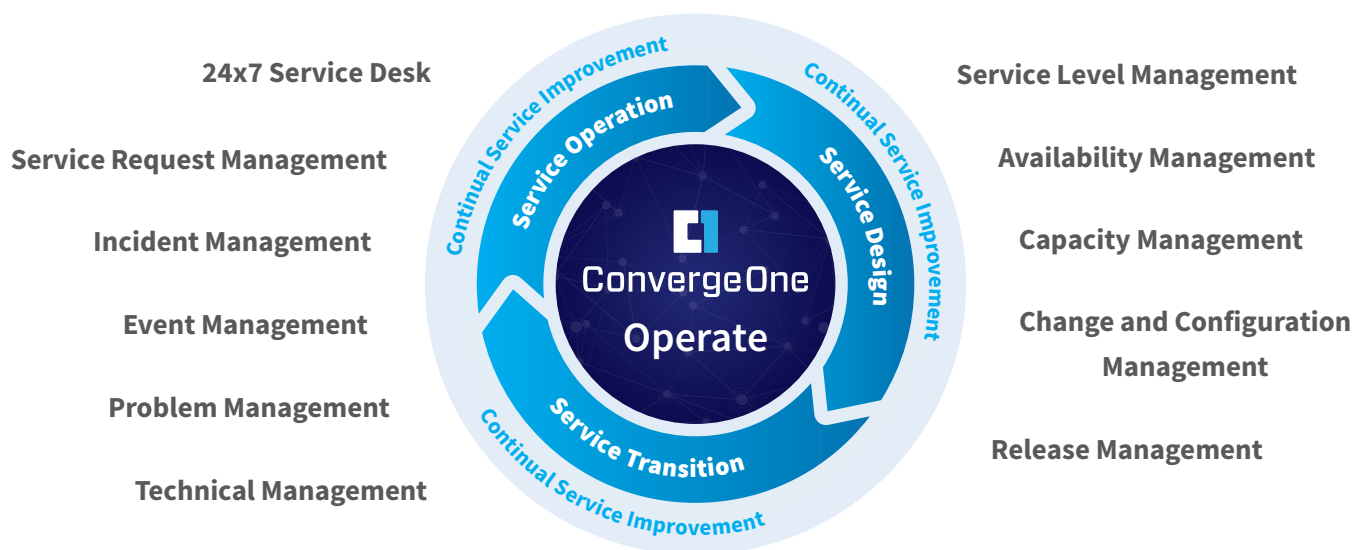
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ConvergeOne Operate delivers a high-touch experience with SLAs and incorporates the ConvergeOne OnGuard Managed Services platform, providing additional automation and integration to lower your total cost of ownership (TCO). The dedicated, certified ConvergeOne Engineering team serves as an extension of your staff.

Leave the Details to Us

Under a traditional Managed Services engagement, a service provider supplements your internal IT team by taking over routine maintenance, break/fix, and other day-to-day IT activities.

With **ConvergeOne Operate**, ConvergeOne assumes overall responsibility for your system's availability and performance to meet agreed-upon Service Level Agreements (SLAs), freeing your team to focus on innovation and business transformation.

ConvergeOne Operate includes the following services, aligned to industry best practices and ITSM processes defined by the Information Technology Infrastructure Library (ITIL®). ConvergeOne continually invests in these best practices, empowering high-value, low-risk service delivery to your communications environment.

24x7 Service Desk

Service Request Management

Incident Management

Event Management

Problem Management

Technical Management

Continual Service Improvement
Service Operation
Continual Service Improvement
Service Design

ConvergeOne Operate

Service Transition
Continual Service Improvement

Service Level Management

Availability Management

Capacity Management

Change and Configuration Management

Release Management

Learn how ConvergeOne Operate can optimize and enhance your business.

Contact your National Account Manager or ConvergeOne today.

888.321.6227
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