CONVERGENCE PORTFOLIO OF SERVICES

Introduction

Today, the mission of the convergence team is to continually evaluate emerging technologies, evolve our skill sets and offerings, and ensure that ConvergeOne delivers value-added solutions that provide the maximum competitive advantage and Return On Investment (ROI) for our customers.

We accomplish this by providing pre- and post-sale resources with deep core competencies in emerging technologies, coupled with a flexible portfolio of service offerings and a consultative approach designed to ensure that ConvergeOne is viewed as a trusted advisor to our valued customers.
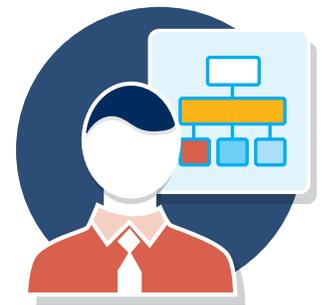
The ConvergeOne convergence team was formed as a national support organization in 2001 to provide our sales and services teams with the expertise needed to shift from traditional voice telephony to Voice over IP (VoIP) solutions. Our initial charter was to fill the gap in knowledge created by the convergence of voice and data networks.

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Since the team's inception, we have expanded our staff to more than 30. We continue to update our portfolio of services and core competencies beyond VoIP to include Session Initiation Protocol (SIP), data networking, virtualization, integrated management and consulting to meet market demand for comprehensive services.

ConvergeOne's investment in the convergence team and our depth of expertise in emerging technologies has helped ConvergeOne grow into one of Avaya's largest Business Partners worldwide.

The ConvergeOne Convergence Team at a Glance

> Sales engineers are responsible for initial pre-sale design, discovery, and recommending optimal solutions.
> Systems engineers provide implementation, configuration, and consulting services.
> The Performance Readiness Center® provides pre-configuration, testing, and verification services, and includes:
    > Technicians
    > Field engineers
> Offer and Operations Support includes business managers who plan and develop new offers and allocate resources.

The regional alignment of ConvergeOne pre-sales engineers enables us to stay geographically close to our customers and sales teams. We also leverage the investments in our Performance Readiness Center® and gain expertise from lessons learned by aligning our Professional Services engineers at the national level.

Convergence Credentials and Expertise:
> VoIP
> Avaya Unified Communications (UC) Design and Development
> SIP
> Switching, Routing, and Wireless
    Avaya, Cisco, Extreme Networks, Juniper, Aruba, Meru, HP
> Avaya Integrated Management
> VMware Supported Real Time Applications
> SIP Sequenced Applications

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Sip Services

ConvergeOne's in-house team of convergence engineers utilizes expertise in SIP to design, architect, and implement best-in-class solutions for our customers.

To date, ConvergeOne has successfully implemented hundreds of SIP solutions encompassing a variety of applications including unified communications, remote workers and contact centers, as well as a variety of third-party vendor applications including many that have not yet been Avaya DevConnect certified.

ConvergeOne is highly skilled in configuring and testing Avaya Aura® System Manager, Session Manager (including LDAP synchronization), SIP Enablement Services (SES), and Session Border Controllers (SBCs) including Avaya, Oracle (formerly Acme Packet), Ingate, and AudioCodes. Our SIP trunking engagements have included a variety of SIP service providers such as AT&T, Verizon, Sprint, Qwest, Level 3, and Windstream.

We also leverage our expertise in SIP by utilizing the Avaya Collaboration Environment to develop customized solutions to meet specific business needs. For example, ConvergeOne has created an innovative sequenced application for contact centers aimed at improving customer satisfaction — enhancing an outbound calling service by checking the local time for the person being called to ensure that all calls are initiated during the appropriate time of day.

SIP Call Optimization and Utilization Test (SCOUT)
Customers deploying SIP trunks into their Contact Center will benefit from this offer designed to verify the provisioned SIP trunk capacity and overflow behavior. ConvergeOne's Convergence Engineer generates call traffic across the PSTN to the customer's SIP trunks and confirms that the service provider delivers the proper number of calls to the UC/telephony system and treats overflow as expected. The test will also confirm the routing, call handling and capacity of the contact center systems.

Security Assurance Review
Let the experts at ConvergeOne help you identify and expose the risks, and assist you in developing the risk mitigation strategy using our best-of-breed professional services solution: the ConvergeOne Security Assurance Review (SAR). With services ranging from a basic security audit to comprehensive testing of your SIP infrastructure, ConvergeOne SAR gives you the peace of mind that comes with knowing you have identified potential risks and taken steps to prevent them from impacting your communications and your business.

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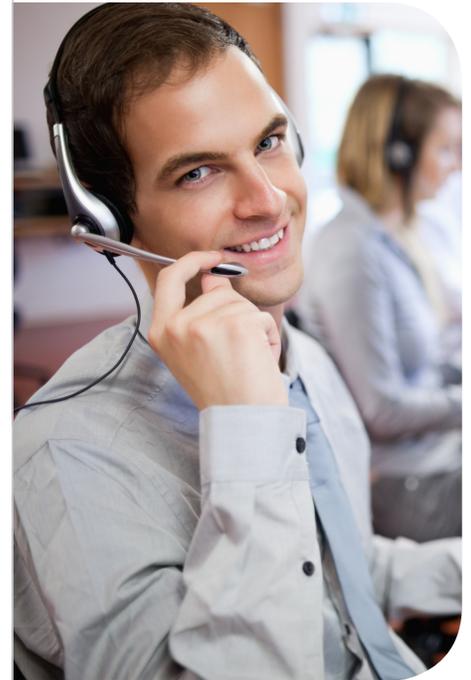
SAR Lite includes an audit that compares "as-built" elements with best practices; the as-built elements include Avaya Session Manager, Avaya Communication Manager, and Session Border Controllers such as Avaya (SIPera), Ingate Systems, and Oracle (formerly AcmePacket). The output of the audit includes a written report with a summary of vulnerabilities/risks and remedies. As an option, the ConvergeOne team can also provide support to execute the recommended changes.

Additionally, we support our customers with a growing list of training offers available through the ConvergeOne Center of Excellence for Learning and Development. For instance, our two-day session "Introduction to SIP — Call Routing and Trunks" (course# CE003ILT) provides an overview of SIP and instructor-led training on the use of various tools to set up, administer, and troubleshoot call routing and IP trunks in Avaya Communication Manager systems. A second two-day class, "Introduction to SIP Endpoints," covers station administration, failover behavior, Communication Manager as a feature server, and applications sequencing. Our Avaya Session Border Controller course offers hands on labs designed to acquaint customers with skills needed to manage and troubleshoot SIP trunk and endpoint traffic.

The result is a fully supported, end-to-end SIP solution designed to meet a customer's specific communication needs.

VoIP Services

VoIP Implementation
This offer includes design and development of Quality of Service (QoS) and Virtual LAN (VLAN) strategies, and optional configuration of data network devices to support VoIP.

VoIP Network Analysis
To support a successful IP telephony deployment, a data network must prioritize and dependably deliver all the traffic related to the business telephony application. This analysis reviews your data network for its ability to successfully deliver highly sensitive data traffic.

Network Region Survey
ConvergeOne utilizes specialized tools to create a custom diagram representing your existing Communication Manager network region design. Our engineer will then assist you in comparing the diagram with your actual data network topology — identifying any anomalies and areas that need to be updated, and recommendations on best practices.

IP Translations Optimization
Let ConvergeOne map your current network design to your business requirements and create

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a customized redesign plan to support your long-term strategies. This Optimization adds value to upgrades from older CM versions and is especially important when deploying SIP trunks or endpoints for the first time to insure optimal media resource selection.

The first step is to gather the details of your network regions and associated settings including topology, codecs, timers, Call Admission Control/Inter-Gateway Alternate Routing (CAC/IGAR), alternate gatekeeper lists, and more. The engineer will analyze the as-built information and provide a report with recommendations on how to optimize performance. ConvergeOne can also implement recommended changes and enable you to optimize QoS, maximize productivity, operational efficiency, and cost effectiveness.

Advanced VoIP/SIP Solution Architecture Design
Enhancing a project involving a major architectural shift to a VoIP infrastructure or a SIP core, this deep dive consultation lays out a detailed plan insuring that all aspects of a customer's system design aligns with best practices. An ConvergeOne Convergence engineer maps devices/applications, recovery timers, IP addresses, VLANs, subnets, domains, sites, SM Dial patterns, etc. to smooth and speed the final conversion. The Architectural Design can also provide an excellent refresh for large, multi-site enterprises that have grown, modified and/or upgraded over the years without a comprehensive overview of the resulting infrastructure.

VoIP Troubleshooting
Data/Converged networks often operate in volatile conditions that can negatively impact an IP Telephony application after implementation. ConvergeOne's convergence engineers deploy a variety of data network and Avaya Communication Manager-related tools to isolate and correct network conditions that can degrade the IP Telephony application.

Multi-Site Dial Plan Merge
Capitalizing on the integration capabilities of SIP, many businesses are merging their disparate voice communications systems into a corporate system via a uniform dial plan, leaving hardware in place. Respecting the dial plan constraints of each manufacturer's platform and maximizing the user dialing experience adds challenge to this merge. ConvergeOne engineers can work out your preferences and manage the configurations to deliver the single-entity experience the customer desires.

Quality Assurance Review (QAR)
A Quality Assurance Review ensures that technical obstacles are resolved prior to the deployment of a VoIP solution and your data network is capable of supporting voice that meets quality standards. The ConvergeOne QAR includes:

> Evaluating an existing or planned data network for its ability to support voice traffic

> Recommending any hardware investments and QoS settings that will help assure quality

> Testing the readiness of the network by simulating VoIP calls and measuring their quality

> Documenting the results and validating that your network is voice-ready

Data Network Services

Data Network Design and Planning
ConvergeOne consults with you to design a data network topology for your LAN and WAN environment.

Data Network Analysis
ConvergeOne can analyze customers' data network by application for usage, trouble spots, etc.

Wireless Data Network
The proliferation of end-user, wireless communication devices changes the traffic demands on your wireless infrastructure. When rolling out tablets, smartphones or other SIP UC endpoints, customers will benefit from a review of their existing wireless infrastructure. ConvergeOne Convergence Engineers employ specialized tools to do onsite site surveys for optimal radio coverage tailored towards voice quality and optimal end user performance.

Network Construction/ Configuration
ConvergeOne provides physical installation and configuration of your data network.

SIP/VPN Remote Work Support
ConvergeOne can configure and test Avaya SIP or VPN phones on customers' existing Session Border Controller or firewall. Optional configuration of SBC or firewall can also be provided.

Integrated Management Services

ConvergeOne provides design, implementation, and training for the following suite of services:
> Administration

> Performance

> Prognosis VoIP

> Enterprise Network Management (including Software Update Manager)

Virtualization Services
ConvergeOne Convergence Engineers participated in the Avaya Beta program for testing real-time applications running on VMware. ConvergeOne has VCP5 certified engineers to support

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our customers as they provide their own hardware to run Avaya's core applications as well as related applications from other best-in-breed providers.

Capitalizing on ConvergeOne's extensive VMware lab, ConvergeOne's engineers test application function, capacities and failover behavior. In so doing, the Convergence Engineers designed an integrated hardware solution called the ConvergeOne UC vStack. The affordable vStack combines the significant advantages of virtualization with the capabilities of VMware and the convenience of an appliance. The vStack Contact Center can be customized for the robust applications specifically needed in a contact center environment.

Planning Consultation

This offer aids a customer in preparing their VMware environment for the operational guidelines Avaya developed for optimal performance of real-time applications. ConvergeOne's Convergence Engineer reviews system requirements, supported releases, feature interactions, data network setup and general best practices. From this consultation, the customer will receive a recommendation for an optimal server configuration, a solution topology diagram and guidance on the planning forms.

Convergence Implementation Support

Our customers may elect to engage the services of a VMware trained Convergence Engineer to support their project throughout the implementation. With this offer, the engineer will design and document a solution specifically tailored to the customer's environment and including a failover strategy. Jointly, the customer and the engineer will review failover scenarios and develop a failover test plan which will be executed during the implementation.

Consulting Services

IP Telephony Best Practices

ConvergeOne can consult with customers to determine effective network region strategies, alternate gatekeeper lists, failover strategies/timers, network mapping, etc.

Disaster Recovery Planning and Support

This offer includes consultation and development of failover and recovery strategies for Local Survivable Processor (LSP) and Enterprise Survivable Server (ESS) backup servers and geo-redundant Session Managers. Failover functions are tested in the ConvergeOne Performance Readiness Center before shipping. Development and execution of a failover test plan can be
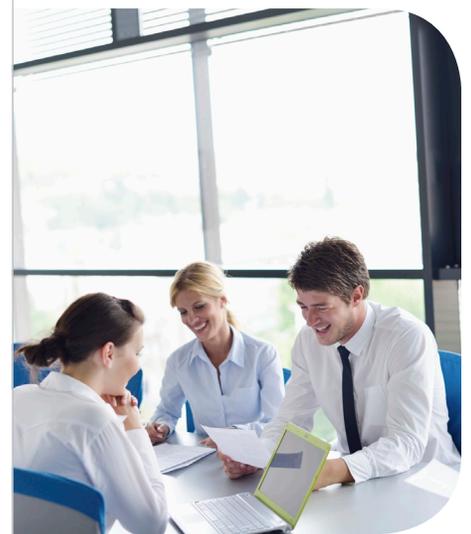
provided to ensure that devices operate as designed in the customer production environment.

Custom Consulting Services
ConvergeOne's team offers customized consulting services that are tailored to meet customers' specific requirements. Choices include strategic planning, periodic tune-ups, and a variety of offerings that leverage ConvergeOne expertise in SIP, VoIP, VMware and data networking. Our services can be structured as firm fixed bids, block of hours, and time and materials engagements. We work jointly with our customers to provide flexible value-added services.

For additional information on this and the full portfolio of ConvergeOne Managed Services, visit convergeone.com, contact your ConvergeOne Representative or call 888 321 6227.

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