



WHY CONVERGEONE FOR AVAYA MAINTENANCE SERVICES?

Manufacturer Maintenance from the Top Avaya Partner, ConvergeOne (formerly NACR)

As one of the largest Avaya partners in the world and a leading integrator of communications technology, ConvergeOne is always expanding its capabilities in order to support the latest Avaya solutions.

If your communications solution includes Avaya equipment, you can turn to ConvergeOne as the source for the Avaya maintenance services you need to maximize the reliability and performance of your business communications.



Your Partner Today and Tomorrow

With two decades of experience in integrating and supporting Avaya solutions, ConvergeOne is the right partner to help you maintain your Avaya communications environment today and protect your investment for the long term.

Our goal is to earn your trust as an advisor you can count on to deliver the very best solution based on a thorough understanding of your business, needs, and goals. That means we not only offer the complete array of Avaya maintenance support — we also work with you to make sure you have:

- > The right Avaya plan and options in place.
- > The correct license design.
- > Accurate billing from day 1.
- > A plan for future upgrades and projects to keep you current and efficient.

Our Avaya Maintenance Expertise

ConvergeOne is consistently honored as a top performer in the Avaya reseller channel and (as NACR) was named 2014 and 2012 Avaya Support Services Partner of the Year in U.S. — recognizing our expertise in Avaya solutions.

ConvergeOne's nationwide services team includes dedicated Avaya maintenance specialists and quoters who are experts in speeding the onboarding process and getting your maintenance plan right the first time, by:

- > Matching you with the best plan and options to meet your needs.
- > Making sure your quotes are configured correctly.
- > Ensuring that your billing is accurate and predictable.
- > Making it simple to update or renew your coverage when the time comes, with no break in support or overpayment based on improper design.

ConvergeOne continually invests in Avaya training and certifications, ensuring that our team is always up to speed on the latest technology. In addition, we continue to grow our team to support the customers who recognize the value of choosing us for their Avaya maintenance services.



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Why ConvergeOne for Avaya Maintenance Services?

- > 2014 Avaya Support Services Partner of the Year in U.S.
- > 2013 Avaya Partner of the Year
- > #1 reseller of Avaya Services, Avaya Maintenance/ Retail Agreements, and Avaya Partner Support Services
- > Nationwide team of Avaya maintenance specialists and quoters
- > Ongoing commitment to adding more dedicated Avaya resources
- > Major contributions to Avaya quality initiatives resulting in improvements to order and quoting processes
- > Enhanced multivendor services including Nortel maintenance experience
- > #1 Avaya partner in enterprise communications, contact centers, and applications
- > Ten-time Avaya Business Partner of the Year
- > First Avaya Authorized Learning Partner in U.S. enterprise market
- > Largest number of Avaya certified specialists and experts outside of Avaya itself
- > Continuing investment in Avaya training and certification
- > Close partnership with Avaya including executive-level participation in planning
- > Training support for Avaya solutions from the ConvergeOne Center of Excellence for Learning & Development (COE)
- > Options for added levels of support with ConvergeOne Managed Services

More World Class Qualifications

- > A leading independent integrator of communications solutions and services
- > Multivendor certified in supporting mixed vendor environments
- > Highly trained, certified, and experienced engineers and technicians – including 500+ years of collective experience in VoIP and data
- > More than 800 employees in over 75 offices nationwide
- > Helpdesk and technical support available 24x7x365
- > A trusted advisor to more than 40% of the Fortune 100 companies
- > Consistently recognized for excellence by partners, suppliers, and customers
- > Dedicated contact center, convergence, UC, and public sector teams
- > Additional managed services delivery and monitoring via two high-tech Network Operation Centers (NOCs)
- > State-of-the-art Performance Readiness Center® lab for solution staging and testing

With ConvergeOne at your side, you'll get an Avaya maintenance plan that provides all the ongoing technical and maintenance support you need to derive maximum advantage from your Avaya solutions.

For additional information on Avaya Maintenance Services, contact your ConvergeOne representative or call 888 321 6227.