



## WHY CONVERGEONE?

### PROVEN EXPERTISE

A Platinum Partner, we have been recognized by the industry and Genesys for our vision, customer success and capabilities.

### OPTIMIZATION + AGILITY

ConvergeOne's proven methodology drives optimization during a modernization of the CX + Collaboration experience, while adapting to change at the speed of business.

### RELIABILITY + MANAGEMENT

Combining Genesys reliability with ConvergeOne Managed Services for a total piece of mind.

### WHY GENESYS CLOUD? By the Numbers

16,000  
number of logged-in agents supported in a single organization

25,000  
configured agents supported in a single organization

60+ countries  
with thousands of customers served

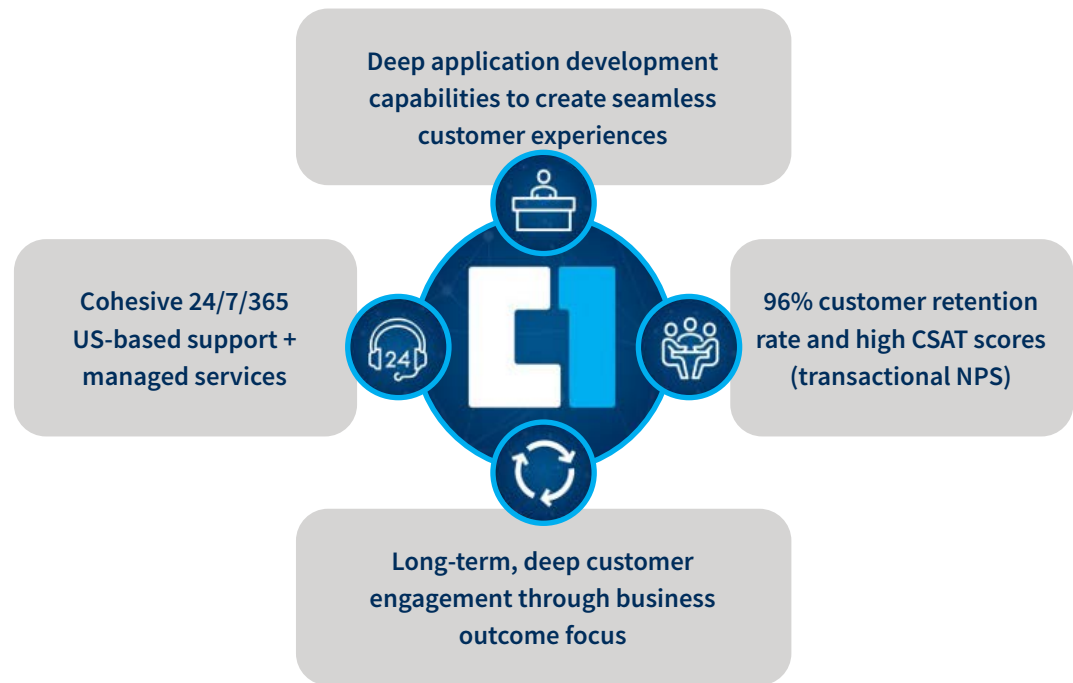
6 billion  
monthly API requests handled

## POWERING CX + COLLABORATION MODERNIZATION

### Enabling Great Customer Relationships

Genesys Cloud is a market leading Unified Communications / Contact Center as a Service solution suite that allows ConvergeOne to deliver an exceptional experience for our customers employees and their customers. Combining the flexibility and feature richness of Genesys with ConvergeOne's proven methodology, customization, and support service, put a business in the driver's seat! Adaptation capability at the speed of business.

- **Distributed** cloud architecture that is highly scalable, reliable, and secure, with remote survivability options for business continuity.
- **Consistent** user experience across desktops, notebooks, mobile devices, and phones that incorporates modern, consumer-based design methods for ease-of-use.
- **Open** APIs that allow integrations with a company's existing IT applications for both in-house systems such as Active Directory as well as cloud services such as Salesforce.com.
- **ConvergeOne Professional Services** optimized an all-in-one omnichannel customer engagement solution from two recognized leaders with over 30 years of experience.



## LET'S GET STARTED

Contact your ConvergeOne National Account Manager or visit us at [convergeone.com/cloudexpert](https://convergeone.com/cloudexpert) today.