

A SUCCESSFUL SPIN-OFF AND EXPANSION UTILIZING CONVERGEONE'S MANAGED SERVICES



Customer Background

As a large multinational pharmaceutical company began its separation from its subsidiary, it recognized the need for a partner that could execute on several different initiatives involving a multitude of global sites. It needed a partner that could support all aspects – from vendors like Avaya, Cisco, and Microsoft to areas such as telephony – while carrying out a successful separation of the two organizations.

The customer had a longstanding relationship with ConvergeOne as its managed services and maintenance provider, and due to its confidence in ConvergeOne's ability to execute the project, the customer sought to leverage ConvergeOne's expertise as it moved forward.

The ConvergeOne Solution: **Borderless White-Glove Services**

With an unparalleled understanding of the customer's existing environment, ConvergeOne experts began by deploying a state-of-the-art Genesys contact center by the launch date, successfully creating a separation between the users of the two organizations. This initial stage included provisioning, setting up, and training the users, ensuring a smooth transition.

The customer's IT environment was dominated by Avaya and Cisco from a telephony perspective. ConvergeOne not only updated the existing infrastructure and added new equipment where necessary, but it also introduced and implemented Microsoft Teams Voice, allowing users to leverage a whole new set of capabilities.

In order to support the software, hardware, and maintenance requirements for the customer's global sites, ConvergeOne provided white-glove services through its partner [TecEx](#). Together, ConvergeOne and TecEx are able to purchase, stage, and ship equipment to international destinations, avoiding stacked margins, increasing process visibility, significantly reducing cost and lead times, and ensuring proper care of the equipment. ConvergeOne also provided on-site maintenance support at each of the customer's global locations through its vetted international partners, leaving no stone unturned.



Results

In partnership with the customer, ConvergeOne effectively created a pathway to a seamless separation between the two organizations while setting up the customer to support ongoing expansion efforts. The implementation of Microsoft Teams Voice and updates to existing infrastructure allow the customer to steer away from antiquated, outdated telephony systems, putting them on a modern, cloud-based solution. Not only does this solution provide benefits from an infrastructure perspective, but it also amplifies the customer's capabilities.

ConvergeOne's white-glove services have allowed the customer to streamline communication, vendors, and costs, freeing up crucial hours for its team to focus on day-to-day business operations. As the project moves forward, ConvergeOne serves as the customer's day-two managed services provider for Microsoft Teams Voice and continues to be its managed services and maintenance provider for Avaya and Cisco infrastructure.

In the next phase, ConvergeOne will utilize its trusted partner, [CentricsIT](#), for assistance in deploying Cisco equipment at nine global locations for the customer. In addition to its deep bench of Cisco engineers, CentricsIT brings a high level of quality project management and execution. With field services, any combination of issues can arise throughout the duration of project. Having a "one-source-of-truth" system in place to help manage it all will be truly invaluable for the customer. ConvergeOne looks forward to continuing to provide a premium experience to the customer with all its current and future projects.

About ConvergeOne

ConvergeOne is a proven, services led cloud and applications solution provider that utilizes its intellectual property and unique methodologies to create value for customers and develop progressive solutions that connect people with purpose. Over 14,000 enterprise and mid-market customers trust ConvergeOne to achieve their business outcomes with cloud, collaboration, enterprise networking, data center and cybersecurity solutions. Our investments in cloud infrastructure and professional and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies.

More information is available at convergeone.com.



Integrated Communications for A Borderless World

In today's increasingly global economy, more and more companies are looking beyond their U.S. borders for growth — and ConvergeOne is there, with resources on the ground, to help every step of the way. Learn more about our international capabilities: convergeone.com/partners/international-alliance-program