

ACCELERATING BUSINESS VELOCITY WITH INNOVATIVE PROFESSIONAL SERVICES



AT A GLANCE

A manufacturer needed outside expertise to expand its domestic and international footprint. ConvergeOne’s professional services experts supported the customer’s expansion with its consultancy services and domestic and international partnerships. As a result, the customer now has a comprehensive mobility strategy, deployed globally to aid in the successful navigation of complex technical interfaces.

BUSINESS EXPECTATION + RESULTS SUSTAINABLE BUSINESS SOLUTIONS

- + A multinational manufacturer of consumer foods faced roadblocks with its previous partner, as the gap between its professional services and successful outcomes kept increasing.
- + To bridge the gap, the customer transitioned to ConvergeOne’s professional services, opening its access to in-house, readily available resources and years of knowledge and expertise.
- + ConvergeOne rolled out a global standard for the adoption of softphones, driving value and building work-from-home capabilities for the users.
- + ConvergeOne guided the customer to adopt a subscription-based software renewal model, moving away from legacy perpetual software licenses and maintenance.



ACTIONABLE INSIGHTS



STREAMLINED EFFICIENCIES



GLOBAL EXPERTISE

PROVEN, PROGRESSIVE, PURPOSEFUL FASTER RELEASE OF FINANCIAL AND OPERATIONAL BENEFITS

- + Through its international partnerships and strategic relationships with vendors, ConvergeOne is able to support the customer's on-premises infrastructure at each of its global sites.
- + With a unique Global Portability Agreement, the customer is able to use one set of licenses for multiple core systems in one shared pooling resource.



SUSTAINABLE RESULTS — FOR TODAY AND YEARS TO COME

- + The implementation of the subscription-based software renewal model has given the customer tons of extra capacity.
- + Now, it can bring new acquisitions on board under the same subscription, with **huge cost avoidance**.
- + ConvergeOne's global standard for softphones **supports 17,000 users** across the customer's organization.
- + The customer is set up for success during its shift from on-site to the new work-from-home environment.

80

2021

Net Promoter Score

ConvergeOne is here for you. Our customer-centric approach is validated by our World Class Net Promoter Score of 80.

At ConvergeOne, we have perfected our process for delivering on our solutions. Learn more about our capabilities:

convergeone.com/services/professional-services