

**INFRASTRUCTURE ADVISORY SERVICES**
**TURNING DATED INFRASTRUCTURES INTO  
GROWTH ENGINES - ADVICE ON  
TRANSFORMATIVE DATA CENTER MODERNIZATION**

**INFRASTRUCTURE CHALLENGES - COSTLY DELAYS OR VALUE-ADDED TRANSFORMATIONS?**

Data Center leaders face tremendous challenges and incredible opportunities brought about by the kinetic, knock-on effect of digital transformation and modernization. Leaders recognize the value of proven, trusted advisors providing experienced counsel and informed planning. Advisors who come alongside customers to create plans that address necessary changes, identify, and fill gaps, to position their business to take every advantage of the opportunities ahead.

**REMAPPING THE DATA CENTER JOURNEY**

ConvergeOne's Infrastructure Advisory services help customers navigate the complex landscape and demands of digital transformation. Using a proprietary methodology in a workshop format, customers are engaged in uncovering gaps, defining strategies, and designing their roadmap for the intelligent adoption of modernized data center technologies. Whether our customers' modernization journey leads to the use of Hybrid Cloud or Software Defined Infrastructures and virtualization, or their needs include enhanced data protection plans, ConvergeOne advisors dig deep to provide blueprints for valuable customer experiences. Advisory solutions that optimize, modernize, and transform their data center experience with the cyber resilience, security, and scalability needed to de-risk the competitive advantage gained by infrastructure modernization.

**CONVERGEONE INFRASTRUCTURE ADVISORY OFFERINGS**

ConvergeOne Infrastructure Advisory Offerings are unique in our approach to illuminating customer Data Center strengths, weaknesses, and modernization trajectory. Using a proprietary WAVES methodology, ConvergeOne advisors and customers dissect and analyze existing systems to design and plan transformative infrastructure roadmaps, that provide the agile, secure, business-aligned infrastructure capable of delivering competitive advantages.

**Data Center Transformation** - advisors focus on the availability of applications and data. Comprehending current-state operations of servers, networking, applications, security, visibility, and users to visualize, design, and plan the future state of customer data center operations.

**Data Center Resiliency** - uncovers existing systemic limitations and creates threat awareness of existing infrastructure estates. Based on collected evidence, customers and advisors engage in analysis to improve overall resilience planning to produce actionable roadmaps capable of preventing costly data center interruptions or catastrophic failures.

**Data Center Health Check** - services provide customers with an examination of existing infrastructure. Reports drawn from Data Center Health Checks reveal actionable intelligence to advisors and customers alike highlighting security and performance gaps, underperforming resources, and current operational metrics. Results give customers an unbiased review of the current operational state and a solid foundation for planning modernization journeys.

**Data Protection Advisory** - bring industry expertise and experiences to bear on modern Data Protection solutions. The interactive workshop can be combined with Data Center Health Checks giving customers a holistic view of their current data center integrity, preparedness, and surfacing gaps that could pose a threat going forward.

## CUSTOMER SUCCESS

### Experiencing a Healthcare Insurance Provider’s Digital Transformation Challenge

- + A large Healthcare Insurance Provider wanted to eliminate customer call center operations inefficiencies, create consistent, high-quality customer experiences across eight legacy environments, and enable self-service capabilities to complete the company’s vision for digital transformation. ConvergeOne Data Center Advisors created a modernization strategy to deliver improved customer experience, enable rapid deployment of new services and provide a world-class customer service experience. ConvergeOne deployed a highly effective solution to modernize call center services improving community health, customer loyalty, and retention creating a world-class customer experience based on digital transformation.



# 80

2021

Net Promoter Score



## DEVELOP TRANSFORMATIVE STRATEGIES WITH INFRASTRUCTURE ADVISORY

We support our customers from strategy through execution with proprietary offerings and proven methodologies that deliver on modernization efficiencies to maximize business value.

Schedule a consultation today:

[convergeone.com/solutions/data-center/infrastructure-advisory](https://convergeone.com/solutions/data-center/infrastructure-advisory)