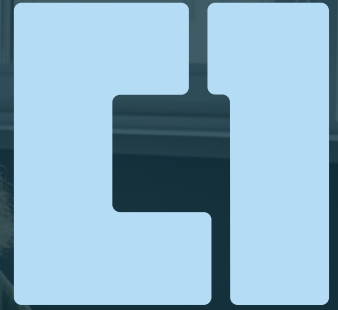


CONVERGEONE MANAGED SERVICES FOR AVAYA SOLUTIONS



Whether you are staying with your current Avaya technologies, integrating third party solutions, or migrating to new platforms, ConvergeOne is your go-to partner to provide:

GUIDANCE

Your business needs are constantly changing. ConvergeOne is here to help align your Avaya solution to the outcomes you desire.

SUPPORT

ConvergeOne’s Managed Services for Avaya Solutions deliver industry leading services in affordable and easy to understand packages.

FLEXIBILITY

We know your business has unique requirements. Our Managed Services for Avaya Solutions offer service customization options that deliver the value you need.

PREDICTABILITY

Our Foundation and Premier service packages are designed to provide competitive pricing that is easy to understand and budget for growth.

CONVERGEONE AVAYA SOLUTION OFFERINGS

- + Advisory & Assessment Services
- + Solution Design
- + Implementation & Migration
- + Transition & Program Management
- + Lifecycle Services
- + Managed Services

CONVERGEONE AVAYA MANAGED SERVICES	Service Packages		
	Foundation	Premier	A la Carte*
Service Desk	✓	✓	
Proactive Monitoring & Event Management	✓	✓	
Incident Management	✓	✓	
Problem Management	✓	✓	
Change Management	✓	✓	
Service Request Fulfillment (MAC)		✓	✓
Release Management		✓	✓
Configuration Management		✓	✓
Performance & Capacity Management		✓	✓
Service Management & Reporting	✓	✓	✓
Carrier Management			✓
Enterprise Vendor Management			✓

* Foundation service coverage is a pre-requisite for a la carte services.

HELPING YOU EVALUATE YOUR OPTIONS

1. Staying the course with Avaya using your on-premises and/or cloud subscription solutions but are unsure of the future and need a plan to mitigate risk?



ConvergeOne's Managed Services maximize uptime & availability of current and future communications platforms with dedicated service delivery teams and proactive support powered by ConvergeOne OnGuard.

2. Planning or in the middle of a transition to alternative platforms such as Microsoft Teams, Cisco WebEx, Genesys, or others?



ConvergeOne's Professional Services provides industry leading design, implementation, and migration services while our Lifecycle Services offering accelerates your time to value and realization of desired business outcomes.

3. No longer investing in Avaya but are unsure of what to do next?



ConvergeOne's Advisory and Consulting services align your business outcomes with the right technologies, services, and solutions.

CONVERGEONE ENTERPRISE ASSURANCE PROGRAM

ConvergeOne is your Avaya trusted advisor, reseller, integrator, and managed services solution partner, but we do more! Our expertise and leadership in solutions from Avaya, Cisco, Microsoft, Genesys, NICE inContact and many others give us the ability to help you find answers to your questions, regardless of where you are in your communications and contact center journey.

- + **Predictable Cost Structure** – Financial terms are delivered through a single agreement with common terms and conditions, preferred pricing, and simplified ordering
- + **Simple Transitions** – Mitigate project risk, minimize business interruption, and establish a foundation for operational success with ConvergeOne specialized expertise
- + **Future-Proofed Flexibility** – Adapts to your changing needs, supporting every user and system as you grow, adopt new technologies, or shift to next-generation cloud platforms
- + **Support & Monitoring** – Comprehensive, multi-vendor managed services powered by ConvergeOne OnGuard offers predictive infrastructure monitoring today and tomorrow
- + **Training & Guidance** – Tomorrow holds the course of your future, ConvergeOne is there to provide expert training and guidance as technologies change and business needs evolve

Connect with a ConvergeOne Enterprise Assurance Expert today. convergeone.com/services/managed-services
Let us host a no-charge communications workshop to help understand your goals and how ConvergeOne can help.