

**UNIFIED COMMUNICATIONS AS A SERVICE
INTEGRATE COMMUNICATIONS TO
UNIFY AND ACCELERATE**

**UNOPTIMIZED COMMUNICATIONS IS A
COMPETITIVE DISADVANTAGE**

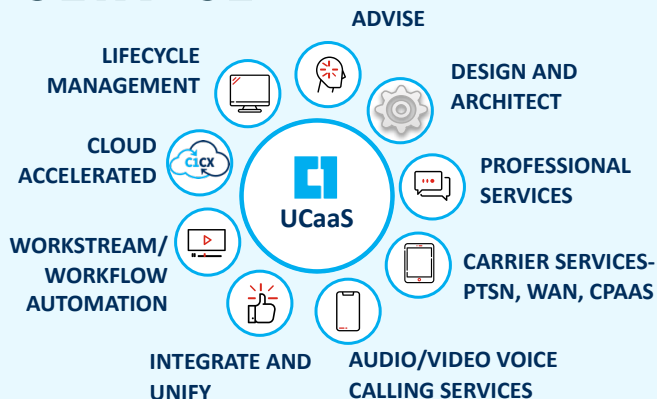
Hybrid work solutions to integrate remote worker needs from home to office are replacing static phones and conference and legacy meeting rooms in a new seamless ecosystem. Adapting at speed to meet these dynamic collaboration needs creates ecosystem disjoints and workplace disruption. The convergence of Unified Communication with Contact Centers and Communication Platform as a Service solutions add further complexity.

Legacy video, telephony and voice systems are often stranded, customer service disrupted, and bolt-on collaboration solutions and meeting tools lack seamless integration. This leads to increased costs, complexity, risky workarounds, lower productivity and revenue and disengaged employees.

UNIFY COMMUNICATIONS TO ACCELERATE GROWTH

Unified Communication offerings integrate separate, disparate communication applications, devices and modalities into a seamless experience. They optimize collaboration and meeting solutions from anywhere. Hybrid Multi-Cloud solutions offer agility, scalability and easier support for rapidly evolving use cases. ConvergeOne UCaaS solutions deliver a seamless work experience to engage staff and provide real business outcomes.

CONVERGEONE UNIFIED COMMUNICATIONS AS A SERVICE



Seamless audio, video, calling, telephony, and collaboration connectivity unlock and amplify workplace benefits and potential. Integration of new and legacy investments provide user satisfaction, reduced complexity, flexible costs and generate new channel and workflow opportunities.

- + Unify and amplify
- + Integrate and differentiate
- + Enhance User Experiences
- + Increase Speed to Outcomes

Unified Communication solutions support both on-premises and cloud-delivered “as a Service” calling and messaging, collaboration, meetings and conferencing solutions. They include advisory, design, deployment, integration, migration and managed services. Our partner network is extensive and includes both industry leaders and niche players alike, including Microsoft, Avaya, Cisco, Poly, PEXIP, RingCentral and Zoom integration.

ConvergeOne Unified Communications and Customer Experience solutions provide:

- + Proven, repeatable Advisory expertise to drive vision, strategy, solutions and architecture
- + Professional Services to increase user satisfaction and business value through design, planning, implementation, migration and optimization, while freeing up valuable resources
- + Deep product-level knowledge and automated toolsets integrating legacy audio-visual, calling, telephony, voice systems and cutting-edge solutions from leading vendors
- + Workspace Managed Services, from “white glove” to ongoing AI-driven, proactive management and monitoring and MACD services for increased uptime and higher user satisfaction
- + Up to 50% higher adoption rates than the industry average to boost productivity

SOLUTIONS THAT EXCEED EXPECTATIONS

Collegiate Travel Planners (ctp-travel.com) is a full-service travel management company. Eighty employees across 14 states rely on phone communications with 200+ customers. Complaints were rising from being cut off, poor quality sound and slow or unavailable systems with no visibility into agent or system performance. Revenue and reputation were impacted.

ConvergeOne’s solution provided integrated connectivity via multiple avenues, flexibility and reliability. This allowed more agents to work from home and focus on business-enhancing priorities, maximizing customer experience, while reducing office-related costs. Rapid year-over-year growth at 20% could be delivered with predictable costs. New performance and reporting features, scheduling adherence and call stats provide full call handling visibility for optimization.

“There has been a 100% improvement from our old system to the new system. We’ve yet to experience any downtime.”

– Christy Prescott, Founder and CEO, Collegiate Travel Planners

80

2021

Net Promoter Score

 ConvergeOne

LEAVE THE DETAILS TO US

ConvergeOne UCaaS provides solution deployment and management to free up scarce resources to focus on delivering user satisfaction and business value.

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