



**Converging Networks Group** is committed to delivering tangible improvements to overall performance by providing you with ongoing support and consultation. As important as the products and applications are; the most critical element in realizing business improvements is the type of relationship established. History has shown that absent of the right relationship many of the intended business benefits go unrealized. **Converging Networks Group** provides an ongoing service based relationship that includes a suite of professional services designed to ensure that business results are being achieved. The service components of that ongoing relationship are detailed below:

## *Meeting Business Needs*

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### **Bi-annual business benefit review to ensure that desire results are happening**

Twice per year we will have an expert sit down with you and review the intended business outcomes. The expert's responsibility will be to make sure that solution is delivering the maximum business benefits. If the results are falling short of where they should be they will take the necessary action to increase business benefit.

### **Bi-annual business needs evaluation to address and identify any changes**

Twice per year an expert will meet with your organization and evaluate your circumstances. In today's rapidly changing business environment being able to satisfy changing needs quickly and effectively is key to sustained success. Our experts are committed to understanding your changing business needs, monitoring technology, and maintaining effective and quality communication.

### **Necessary technology can be added or changed as your needs change**

It is said that technology will be changing more in the next 5 years than it did in the last 95 years. The most profound innovations of our time have been the way in which we communicate. No business can possibly afford to stay up to date by constantly purchasing new technology. In order to avoid falling behind we have provided a way to gain access to the new technology when needed while avoiding the capital burden. Gaining usage of the new technology by incurring an operating expense allows your business to hold on to precious capital or direct it toward earning income opportunities.

### **Keeping your applications running smoothly**

Like Windows on our desktop computers, software upgrades are regularly released for your communication system in order to keep it running smoothly and fix any bugs that may exist. It's important to keep your software up to date so as new software upgrades become available we will contact you directly to discuss its impact on your business and determine if you would like us to implement it, again at no additional cost.

### **Labor for moves and changes are covered bringing predictability to cost**

In the dynamic world of business periodic changes are inevitable to optimize communication. As you need phones moved or changes to be made to your system configuration we will perform those tasks at

no additional cost, providing those changes can be made remotely. This will eliminate unexpected cost and maximize business benefit by effectively leveraging your solution.

### **Annual audit of connectivity to maintain accuracy**

One of the best ways to help you save money is to regularly monitor your trunk usage and carrier costs. With this service you can better understand how you are currently using your telecommunications system and how you can avoid overpayment as your usage changes. On an annual basis, we will provide you with an analysis of your trunk utilization, carrier costs, and a system configuration summary. This will ensure optimal usage and avoid any unnecessary costs.

## ***Training and Support to Ensure Maximum Utilization and Benefit***

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### **Immediate follow up ease transition**

Anytime we confronted with change it can create anxiety and frustration. We have found that it takes more than one training for people to get comfortable with new applications and a new desktop phone. That is why our customer service representative will do a walk through with you two weeks after installation and provide additional training if needed to ensure your entire team is comfortable.

### **Quarterly user training sessions**

These trainings are aimed to make sure that the technology continues to be utilized. We will use these periodic visits to evaluate system usage and to identify any deficiencies. Instruction and coaching will be provided to maintain maximum effectiveness in communication.

### **Bi-annual administrative training**

We will provide admin training to designated individuals to empower them to perform simple task regarding their communication solution.

### **Unlimited help desk assistance during normal business hours to immediately address issues**

The help desk will give you unlimited access to one of our experts that will be able to assist you with any issue or request. They will be able to determine the best course of action to make sure your business needs are being met.

## ***Preventing Problems from Arising***

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### **Annual "System Checkup"**

By proactively performing preventative maintenance we can detect problems before they become disastrous issues for your business. This is another measure that will allow us to minimize downtime and business interruption for your organization. We will take the initiative to clean your system cabinets on an annual basis, service your air filters when needed, cleanup your backboard, monitor power backup systems, and perform system diagnostic checks, all with the goal in mind to provide you with a high functioning telecommunication solution. This kind of attention to detail allows you to avoid catastrophic issue that can multiply if ignored.

### **Backup and archiving of system databases where applicable**

To protect your company in the case of a catastrophe your information will saved and stored giving you the ability to get back up an running very quickly.

## *Taking Care of You When Issues Arise*

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### **Full parts and labor warranty**

Maintaining your communication equipment is imperative in order to keep it fully operational. We know service calls are unpredictable and can be quite costly. We will include a full service and parts warranty on the equipment for the duration of the agreement. This means that we will repair or replace defective parts at no additional cost to you. This will bring predictability to your communication costs, give you peace of mind with regard to your technology, and allow you to focus on what's really important to you which is your business.

### **Remote maintenance provided to minimize business interruption and maximize efficiency**

When issues arise come up or changes need to be made to your solution many of those can be taken care of remotely. At no additional cost we will dial into your system and take care of the issues or make the necessary changes. This will allow us to quickly and with very little business interruption keep you productive and communicating at an optimal level.

### **Priority scheduling for moves, adds, changes, and service calls**

When you have needs for moves, adds, changes, or service call your request will be sent to the top of this list to get addressed as soon as possible. This will minimize any potential downtime and business interruption.