

CONVERGEONE

Accelerating cloud Transformation

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CONVERGEONE AT A GLANCE

ConvergeOne is a preferred, strategic service provider to the Fortune 500



SERVICES AND VALUE FOCUSED

ConvergeOne is a preferred, strategic service provider to the Fortune 500

Strategic Services Provider



>65%
of Revenue comes
from Services

- Engineering oriented
- Business outcomes focused
- 6,000+ certifications
- Expertise in 300+ solutions

Value Added Reseller (VAR)

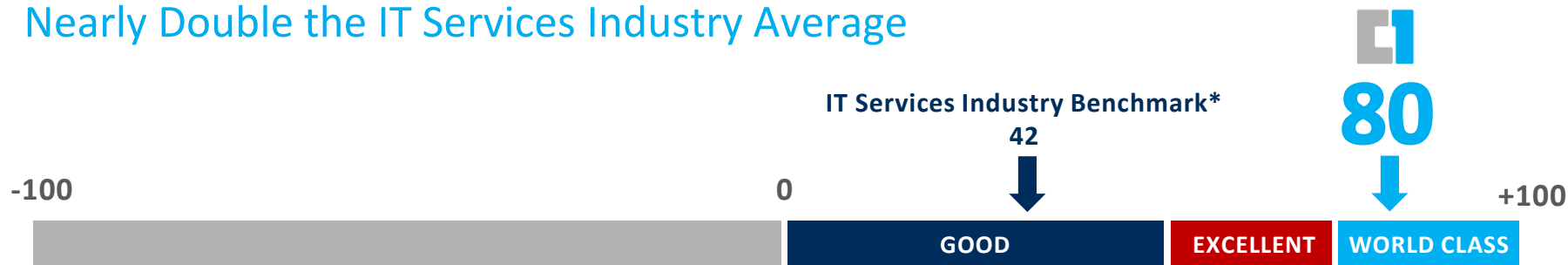


<20%
of Revenue comes
from Services

- Product oriented
- Fulfillment focused
- Minimal engineering skillset
- Limited services capacity

CONVERGEONE ACHIEVES WORLD CLASS NET PROMOTER SCORE

Nearly Double the IT Services Industry Average



DEVELOPING PROGRESSIVE SOLUTIONS THAT CONNECT PEOPLE WITH PURPOSE

ConvergeOne Customer: Alliance Residential

“We work with the ConvergeOne team every day, and we’re beyond happy about how cooperative and capable they are—they’re truly experts at what they’re doing, and they’re so easy to work with.”

— Sherida Colvin, Senior VP of Associate Engagement/In-House Counsel

ConvergeOne Customer: Guiding Eyes for the Blind

“Every project I have ever done with ConvergeOne has gone smoothly, which is rare in IT land. ConvergeOne always has time for me and that’s why I keep coming back. I know I’m going to be treated right.”

— Bill Ma
Director of Information Technology

ConvergeOne Customer: Salelytics

“With ConvergeOne’s assistance, we have the agility and technology we need to rapidly launch new solutions, respond to our customers’ needs quickly, and capitalize on our growth.”

— Scott R. Krueger
Chief Operating Officer

*ClearlyRated’s annual industry benchmark study, <https://www.clearlyrated.com/solutions/2021-nps-benchmarks-technology-service-providers/>



INDUSTRY RECOGNITION



- Cisco Customer Experience Partner of the Year Global Award – 2021
- Cisco Gateway Region Data Center Partner of the Year – 2021
- Cisco Central Area Customer Experience Partner of the Year – 2021
- Cisco Central Area Execution Excellence Partner of the Year – 2021
- Cisco Gulf States Region Data Center Partner of the Year – 2021
- Arctic Wolf Large Solution Provider Partner of the Year – 2021
- Avaya Cloud Office Partner of the Year – 2020
- Avaya OneCloud Services Partner of the Year – 2020
- Avaya OneCloud Public Cloud Partner of the Year – 2020
- Avaya OneCloud Subscription Partner of the Year – 2020
- Cisco Americas Technology Excellence Partner of the Year: Collaboration – 2020

- Cisco US: Central Customer Experience Partner of the Year – 2020
- Cisco US: Public Sector SLED Software and Service Partner of the Year – 2020
- Cisco US: West Architectural Excellence Partner of the Year: Security – 2020
- Dell NA Partner of the Year Award: Excellence in Expansion – 2020
- Pure Storage Public Sector Partner of the Year – 2020
- RingCentral North America Strategic Partner of the Year – 2020
- Aura Alliance Partner of the Year – 2019
- Nuance Best Collaboration Partner – 2019
- Nuance Professional Services Partner – 2019
- Pure Storage Central Partner of the Year – 2019
- XMedius Americas UC Voice Partner of the Year – 2019



Microsoft Partner



Gold Application Development
Gold Application Integration
Gold Cloud Business Applications
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content
Gold Communications
Gold Data Analytics
Gold Datacenter
Gold Enterprise Mobility Management
Gold Messaging
Gold Small and Midmarket Cloud
Solutions
Gold Windows and Devices
Silver Security



Advanced Specialization:
Teams Calling
Meetings and Meeting Rooms
Teamwork Deployment



100 Microsoft Modern Work Certifications



14 Microsoft Modern Work Specialists



36 Microsoft Technology Specialists



Microsoft National Solutions Provider



Surface Hub and Device Gold Alliance Partner



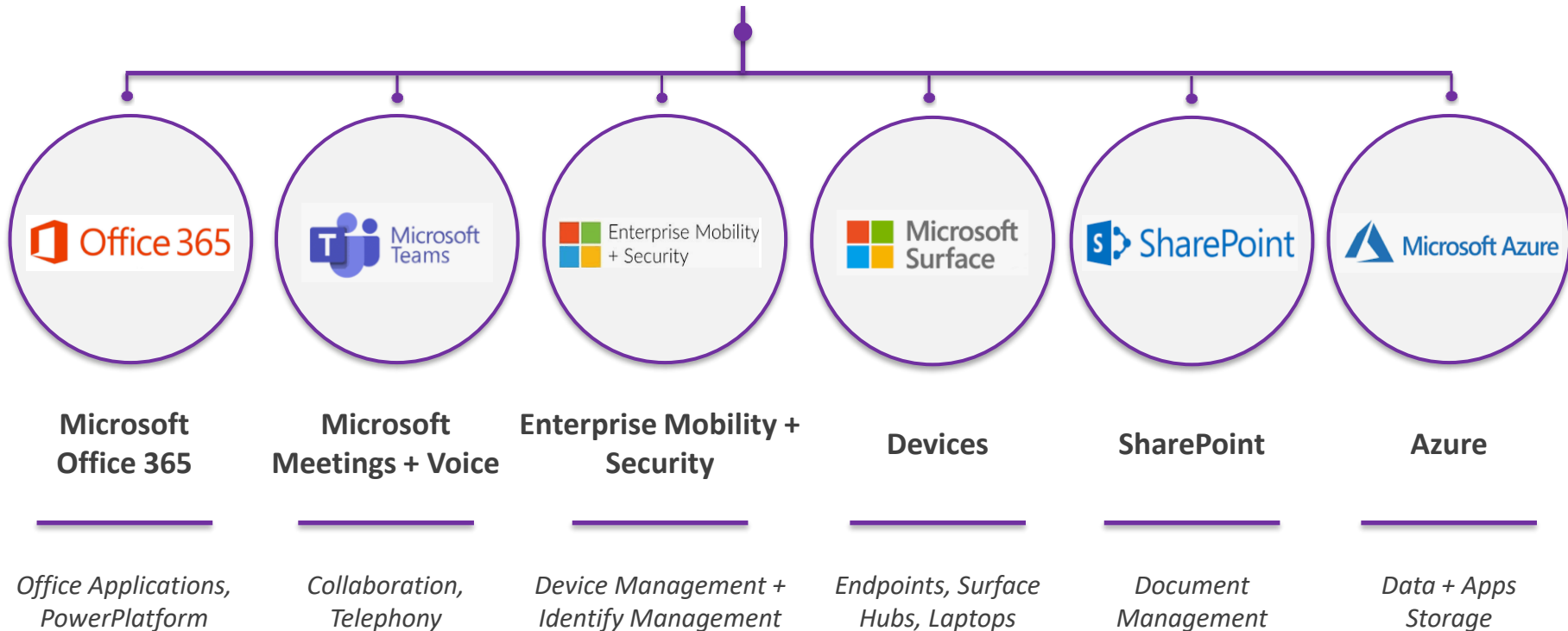
Office 365 FastTrack Ready Partner



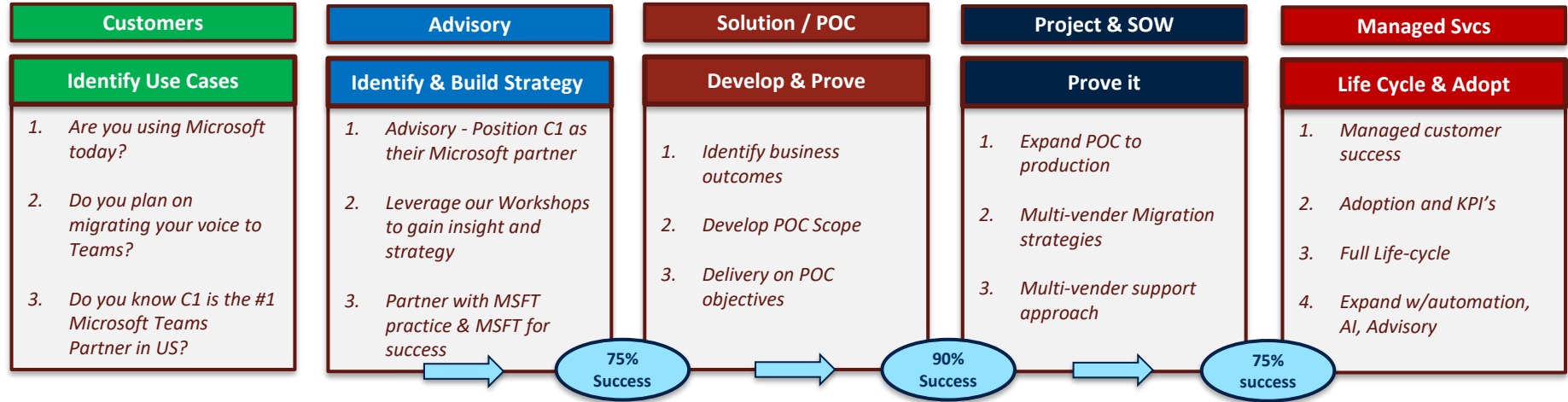
Cloud Solutions Provider



OUR MODERN WORKPLACE OF CAPABILITIES



CUSTOMER SUCCESS FORMULA



Advanced Specialization
Calling for Microsoft Teams
Meetings and Meeting Rooms for
Microsoft Teams
Teamwork Deployment



Gold Messaging
Gold Communications
Gold Collaboration and Content
Gold Cloud Productivity
Gold Cloud Platform



TOP 5 CUSTOMER CHALLENGES

1. Migrating PBX to Teams Calling considerations
 - Three options: Calling plans vs Direct Routing vs Operator connect
2. Achieving your business goals
 - UCaaS as a service
 - Integration and parts business (SBCs, carriers, interop, desktop, networks)
3. Analog support – faxes, phones and devices
 - Gateways options
4. Change Management and Associate Adoption
 - Training
 - **Change Management strategy for associate BUY-IN**
5. Seamless transition of services
 - PBX (prem) you control, monitor and resolve
 - Cloud



SUPPORTING MODERN COMM'S

Tooling, people, process

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MANAGED SERVICES AND CLOUD OVERVIEW

6,100+ Customers

55% of Fortune 100

41% of Fortune 500

950k+ Tickets Resolved in 2022, **98%** in-house resolution

20,000 Calls / Year

3M+ Ports / Devices Supported, **111k+** UC Cloud Seats, **11k+** CC Cloud Seats

800+ Employees with over 1000+ Industry Certifications (Over 100 Offshore Resources)

1600+ transition Projects, **9,479** created contracts

80 Transactional NPS Score, CSM Account TNPS **86**

84 Employee Promoter Score

85% Renewal Rate, CSM renewal rate **86.4%**

CSM Lead Generation **\$3M** in 2022

Cloud

Union

Transition & Contracts

Customer Success Managers

Customer Success Centers

Remote, Field, Innovation, Offshore



ONE MISSION, ONE TEAM, ONE CUSTOMER EXPERIENCE



MANAGED MICROSOFT TEAMS SERVICES

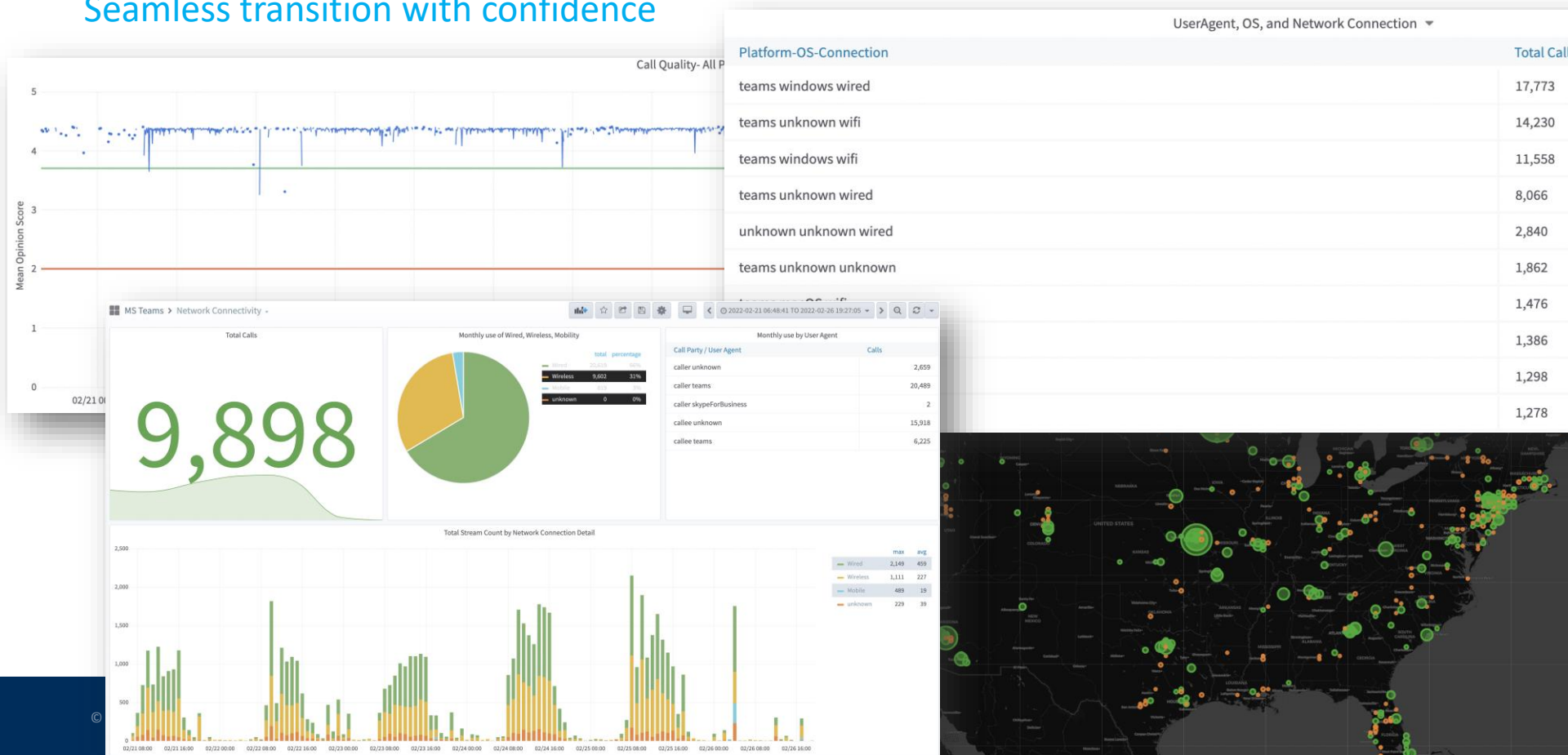
✓ ConvergeOne Managed Services with OnGuard

- Teams Portal Monitoring & Alerting
 - Up/Down
 - Call Quality (Jitter, Latency, Packet Loss)
 - Duration
 - Changes and More...
- Incident & Problem Management
- Service Request Management MACD
- Service Level Management Reporting
- Release Management¹
- Performance & Capacity Management
- Custom Reporting Dashboards
- Teams Optimization based on IQ Analysis

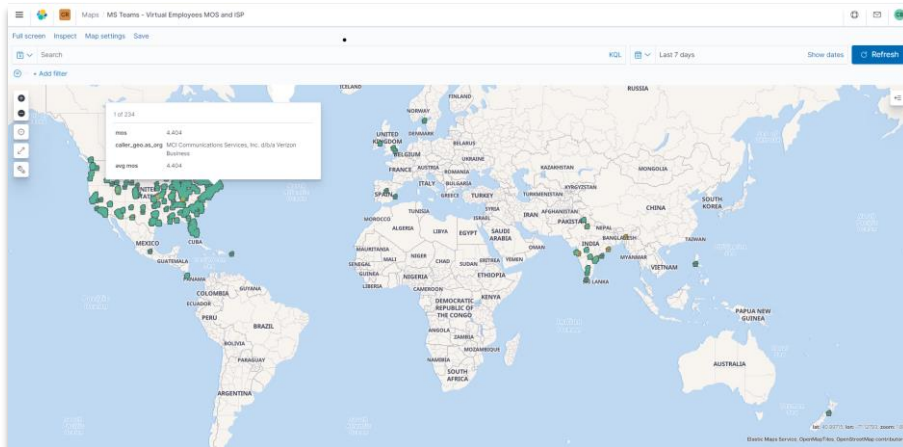
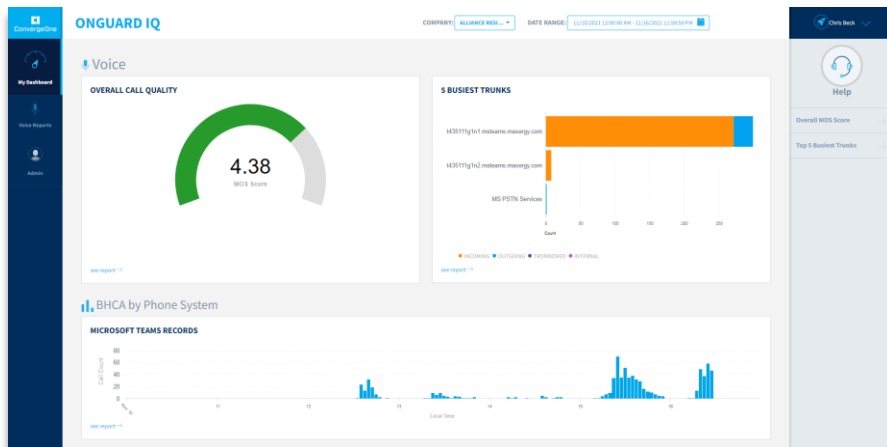


TRANSITIONING HYBRID WORK TO TEAM CALLING

Seamless transition with confidence



ONGUARD IQ ANALYTICS FOR MICROSOFT TEAMS



New Customer Dashboards

- View how Microsoft Teams is performing across the enterprise from a single dashboard.

Office & Remote User Global View

Understand where problems may exist in campus facilities, remote offices, and even work from home users.

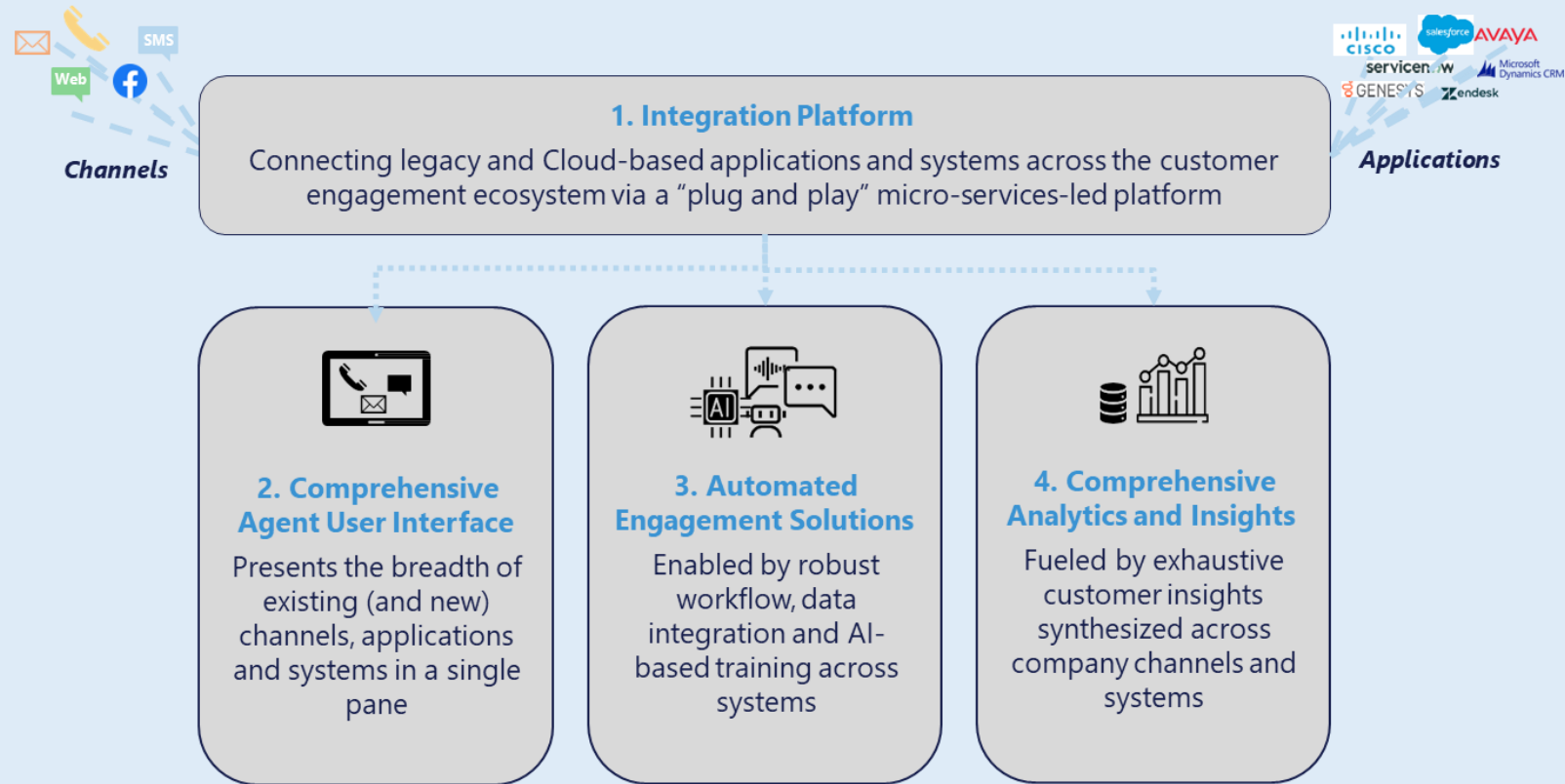


CUSTOMER EXPERIENCE AND CONTACT CENTER

Bridging the gap to full modernization

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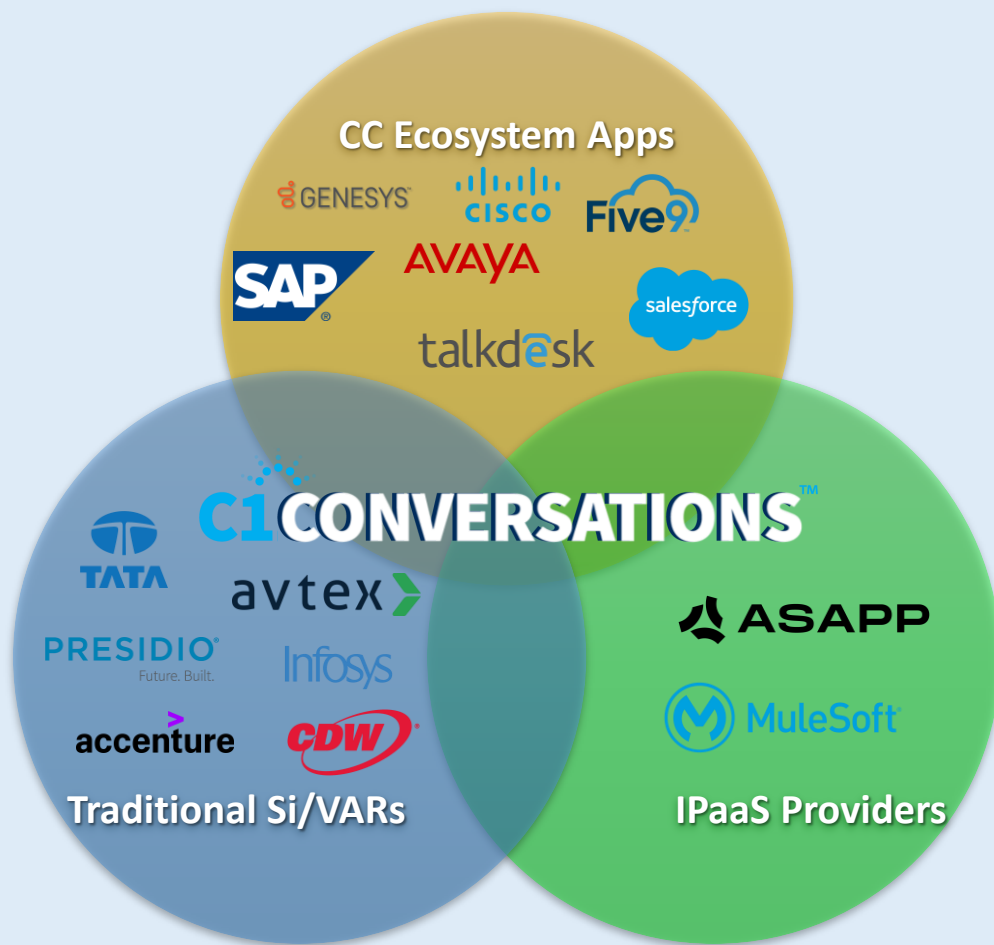
C1 Conversations – Solution and Value Proposition: Four Components



INTEGRATION ORCHESTRATION

C1CONVERSATIONS™

"...is uniquely positioned
to orchestrate a range of
CC apps efficiently,
enabling AI, automation,
analytics, and improved
CC performance"



Delivering Customer Work-items via MS Teams

The image displays four overlapping screenshots of the MS Teams interface integrated with the Conversations platform. The top-left screenshot shows a 'Queue' view with a 'Welcome 200200' message and 'Not Ready' buttons. The top-middle screenshot shows a chat window for 'Siva' with a 'Bye!' message and a 'Greetings' dropdown menu. The bottom-middle screenshot shows a chat window for 'Siva' with a 'Hello! How can I help you today?' message and a 'Greetings1' dropdown menu. The rightmost screenshot shows a chat window for 'Siva' with a 'Hello! How can I help you today?' message and a 'Greetings' dropdown menu. The interface includes a search bar, a sidebar with navigation icons (Activity, Chat, Teams, Calendar, Calls, Files, Request-a-L, Conversations), and a bottom bar with 'Redirect Chat' and 'Accept Chat' buttons. A red 'Wrap Up Chat' button is visible in the bottom-right screenshot.

MICROSOFT DYNAMICS

The image displays the Microsoft Dynamics 365 Sales Hub interface. The main window shows the contact details for "Jennifer". The left sidebar contains navigation options: Home, Recent, Pinned, My Work, Dashboards, Activities, Customers, Accounts, Contacts, Sales, Leads, Opportunities, Competitors, Collateral, Quotes, Orders, Invoicing, Products, Sales Literature, Marketing, and Marketing Lists. The main content area is divided into sections: CONTACT INFORMATION (First Name, Last Name, Job Title, Account Name, Email, Business Phone, Mobile Phone, Fax, Preferred Method of Contact), Timeline (a list of phone calls with dates and times), Assistant (No notifications or suggestions), Company, Opportunities, Cases, and Entitlements. An inset window on the right shows the C1CONVERSATIONS interface, which includes a login screen with fields for Username, Password, and Extension, and a "Log In" button. The C1CONVERSATIONS interface also displays a "Find Customer" section with fields for State, Name, Linked to, Associated To, and a "Call" button.





C1CONVERSATIONSTM

C1Conversations is an IPaaS that Orchestrates the integration of next-gen applications, cloud solutions, internal databases, CRM, or ERP, into a single pane of glass for legacy, cloud, or next-gen Contact Center Infrastructures (CCI).

C1Conversations accelerates the Digital Transformation of your legacy CCCI, leveraging current investments and accrued knowledge without the need to “Rip & Replace”.

C1Conversation is Simple Complexity.



CASE STUDIES



Helped a National Health Care Company Dynamically Scale Telemedicine Services During COVID-19



Saved an International Building Systems Company over \$1m Annually by Using Direct Routing and Microsoft Teams



Enabled a Remote Worker Solution for 10K Employees Across 20 Different Agencies for a Large County Government Organization

ConvergeOne Microsoft Services

Outcome Services

Managed Services

Business
Consulting +
Implementation
Services

Project and
Program
Management

Adoption +
Training

Change and
Risk
Management

24/7 Tier-1-3
Break/Fix and
Escalation

Administration
+
Configuration

Design
+
Planning

Cloud
Solutions
Architect



ConvergeOne