



## CASE STUDY: RDG & PARTNERS

**RDG & Partners is a full-service accounting and financial services firm in Rochester, New York, that offers customized tax, business planning, accounting, auditing, and wealth management services.**

They had transitioned from an on-premises phone system to a cloud-based system – but their provider didn't offer the quality-of-service RDG & Partners was looking for. Service issues plagued their system, and the provider wouldn't respond to their needs in a timely manner.

This was quite an issue, considering that the primary form of communication for their firm is – you guessed it – phone calls. To keep the business running smoothly, Dan Matteo, one of the partners at RDG, began looking into their options.



They investigated other options, including Zoom and RingCentral, but neither met their needs. They were impersonal, inflexible, and just not a good fit.

After this research, Dan called Raj at Convergent Telecom.

*"I told him about all the trouble we'd been having, and he said they would absolutely take care of us. Both he and Adrienne took ownership of the whole process, guaranteeing a successful, disruption-free transition," Dan recalls.*

*"Unlike the larger companies, which don't really have any skin in the game, Raj and Adrienne are the owners of the company. And when they said they would personally ensure our success, there was never a doubt in my mind that they were going to make it happen for us."*

And make it happen they did, even when RDG's previous vendor made the transition extremely difficult. The Convergent Telecom team worked overtime to ensure that the port from the old system to the new was completely seamless.

## THE RESULT WAS:



A cutting-edge cloud phone system for the entire RDG & Partners office.



The phone system can easily grow as the business grows and is packed with the features its partners and employees need.



Plus, the solution is backed by a dedicated team of experts RDG can access 24/7/365.

*"When it comes to something as vital as staying in touch with your customers and clients, service is everything. And that's where Convergent Telecom really shines," Dan concludes, "They don't just deliver a tailored solution that perfectly fits your needs – they also stick around as you grow and evolve to make sure you're getting the most out of their service – without any downtime. Trust me, having a reliable partner like Convergent Telecom makes all the difference in the world."*






# If You Need Services You Can Depend On, You Need **convergent** TELECOM

At Convergent Telecom, we live by the principle of taking care of our customers. It's a mantra that has guided us since our inception.

We are driven by a profound passion for technology, we have embraced the dynamic world of telecommunications, consistently anticipating and meeting your evolving needs. Our unmatched service and commitment to staying ahead of the curve ensure that you receive the most effective and cost-efficient solutions available.

As your local Western NY provider, we take pride in offering on-site deployment and support, ensuring a hassle-free experience from start to finish.



Our in-depth expertise and thorough understanding of emerging technologies such as **Voice over Internet Protocol (VoIP)** and cloud solutions put you at an advantage.

While our commitment to convenience is reflected in our user-friendly features, including a powerful mobile app for seamless communication on the go, voicemail to email with accurate transcription for efficient message management and an intuitive system management interface that puts you in control.

Experience the  
**convergent**  
TELECOM  
difference today and let us  
navigate the path to success.

We are a  
**dedicated partner**  
committed to fueling  
your growth and  
prosperity.

## Explore Our Service Highlights



**Business Phone Systems**



**Paging and Alerting with Algo**



**Business SMS**



**SIP Trunking**



**Mitel Services**

## Experience The Convergent Telecom Benefits

Here at Convergent Telecom, we pride ourselves on providing our customers with all the best benefits that they deserve, such as:

- ✓ **Reliable Solutions**
- ✓ **Affordable Pricing**
- ✓ **& More!**

If you're ready to start experiencing more benefits from a hands-on, local provider, then reach out today! Let Convergent Telecom empower your business and enable you to achieve more!