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Every successful organization relies on telecommunications to some extent. The issue is that large companies – including universities, medical centers, and government agencies – are still using dated technology, some as far back as the 1980's.

Continuing to use outdated technology is not without its risks. According to Deloitte, companies can end up losing money as a result of using outdated technology.

- Outdated technology may not be able to handle the demands of the business and meet the expectations of modern customers.

- Support may no longer be available for old technology, and that can lead to a crisis if it ceases to work.

- It may be difficult or even impossible to find trained staff to maintain the outdated systems.

- The costs of maintaining the old technology may exceed the price of updating it.

In spite of the arguments for updating technology, the replacement process is not without risk. Organizations often delay upgrading for fear of dropping calls or inconveniencing both employees and customers.

They convince themselves that it will be more expensive to upgrade than to wait, failing to take into consideration what would happen if they could no longer get support for their existing system.

The Challenges of Upgrading

Alternatively, some companies may feel pressured into buying a new system, only to discover that they lack the resources and expertise needed to make the switch. Even organizations with extensive IT support may not have staff with experience installing VoIP systems.

Many organizations find themselves dealing with unexpected carrier issues (i.e., dealing with AT&T, Verizon, CenturyLink, etc., after the purchase). Getting through the bureaucracy of the carrier, knowing who to call, how to get it all done and so on can be very frustrating. They may also get rejected by the carrier and delay the project for months because they didn't provide accurate information.

In addition to this, there is the need for enterprise-level project management. Technical knowledge is one thing, but it is essential to have people involved in the deployment of a new system who understand how to make the transition a smooth one.

A skilled IT technician or manager might not have the project management skills to oversee the migration of thousands of phone lines and analog phones to a new system.

As a result, an organization's leadership may find themselves stuck making incremental progress through an overly complicated transition without the support and guidance they need, knowing they're in trouble and being on the receiving end of pressure from the top all the while.

That's where working with Convergent Telecom can help. Combining decades of experience in telecommunications with project management and hiring skills, their management team can help you with every step of your telecommunications system upgrade.

What Convergent Telecom Can Do for You

Convergent Telecom was founded with the goal of helping universities, government agencies, and other companies have a smooth transition as they upgrade to cutting-edge VoIP (voice over internet protocol) phone systems that maximize efficiency both internally and externally.

Its founders, Raj Shah and Adrienne Shah, have a combined 40 years of experience in the telecommunications industry, and an accomplished history of helping large, complex organizations get organized and make the switch in 2-3 years (instead of 5 or more), within budget and with a fraction of the stress.

We are also vendor agnostic, which means that no matter who you choose, we can help you deploy your new system flexibly and without bias.

As a result, our clients are able to finish sooner, within budget, and with far fewer employee complaints.

Convergent's services break down into four major categories:

1. Deployment – Installing and migrating the new system.

2. Training – Empowering staff to use the new system effectively.

3. Manage – Planning and overseeing every aspect of the deployment.

4. Staff Augmentation – Adding new staff as needed to assist with the deployment and manage the system on an ongoing basis.

The following example of the results we achieved for the University of Missouri will better illustrate what we can do for your organization.

The University of Missouri

The [University of Missouri](#) has been in existence since 1839 and was the first public university located west of the Mississippi River. They have a proud heritage and a thriving campus, but their phone systems were outdated and their transition was in chaos.

In 2016, the university purchased a new phone system from Cisco. They began to install it themselves, but ran into carrier issues with CenturyLink, and internal team challenges. Their plan for deploying the system was unclear and they didn't have the staff to handle the project.

Convergent arrived on the scene that April and began to assist with the project, handling staff augmentation, project assistance, and providing an on-site project manager to help with the deployment of the new system. They also acted as a liaison between the university and CenturyLink to help smooth things over.

The deployment scope involved more than 20,000 phone lines at both the university and the two hospitals affiliated with it. Every day, Adrienne had a stand-up call with the university staff who were involved with the deployment to make sure the project is on track.

Adrienne provided a high level of

support on every aspect of the transition, including:

- Overseeing every flight and being on site or via video for every cutover.

- Handling communications with CenturyLink, the carrier, to ensure a smooth transition.

- Managing on-site staff, including both the university staff working on the project and additional staff provided by Convergent.

In addition to overseeing the deployment and training, Convergent also worked closely with the existing staff to conduct a behavioral analysis. The analysis helped determine which issues were preventing them from operating as a team. As a result, they are now working together in a more harmonious and functional environment.

The University of Missouri project was completed on schedule August 31, 2018. Once the the proper foundation was in place, the deployment ran smoothly and according to plan:

- Relations with CenturyLink turned around and were excellent. The carrier established a dedicated project manager to manage the day-to-day concerns of the university regarding the transition.

- All aspects of the deployment were organized, and every employee understood their place in the big picture.

- Project management software was implemented and ensured that everything went according to plan.

It is not an easy feat to handle the transition

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of more than 20,000 phone lines at multiple university buildings and two hospitals.

From helping to augment the current staff, to managing new and existing project managers, and easing tensions between the University of Missouri and their carrier, this case study is an ideal representation of what Convergent Telecom can do for their clients.

Deploying a new phone system is a big undertaking, but our trained staff have the experience and the knowledge to help you get through it on time, under budget, and with no interruptions to your phone service.

Conclusion

Is it time for your company to begin (or finish) upgrading its telecommunication system? If you are currently using legacy technology, you might be at risk for significant problems in the event your system fails or requires extensive maintenance.

If you have already bought a new system but are running into challenges deploying it in a manageable time frame, we are here to help.

Our leadership team has a combined 40 years of experience in the telecommunications industry. We know the carriers and can deal with them on your behalf. We can organize and help your existing staff, or even provide additional staff for you as needed.

Convergent is your one-stop partner in making the switch. We can help you to:

- Evaluate your current system and telecommunications needs.

- Determine which system requirements will meet your needs and allow you to improve both your internal and external telecommunications.

- Create an efficient but realistic deployment schedule that takes your budget, your system requirements, and any impending deadlines related to old technology being phased out into consideration.

- Hire new staff to augment your existing team and handle the task of managing your new VoIP system's deployment.

- Schedule regular phone calls to help you manage the deployment, including being on-site to supervise individual flights and creating project management templates to ensure a smooth transition.

- Work with your telecom carrier to make sure your needs are being met and that you have a dedicated project manager, if necessary.

- Create specialized training materials for your staff at every level, and conduct training sessions to guarantee that everybody at your organization knows how to use the new system when the time comes.

- See the project through to the end until we have confirmed that everything is working as it should and there are no additional issues to be resolved.

Above all, we offer the organizations we work with peace of mind. They know that when they hand their VoIP deployment and management over to us, they don't have to worry about technical issues that are outside of their area of expertise. We handle every aspect of the transition so you can focus on other priorities.

If you would like to learn more about Convergent Telecom and discover how we can help your organization move quickly into the future, visit our website at Convergent.net and schedule a call with us today.

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