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Continuing to use outdated technology is not without its risks. According to Deloitte, companies can end up losing money as a result of using outdated technology.

- Outdated technology may not be able to handle the demands of the business and meet the expectations of modern customers.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- It may be difficult or even impossible to find trained staff to maintain the outdated systems.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 Hendershot, 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 U.S. Attorney's Office will better illustrate what we can do for your organization.

CASE STUDY:

The U.S. Attorney's Office

The United States Attorney's Office is an extended federal agency consisting of more than 250 locations all over the country. They were using outdated PBX telephone systems that made communication difficult and unreliable.

In addition to using outdated technology, the office had a hodge-podge of contracts and systems in its various locations. Service contracts and maintenance were not centralized and the old technology made it difficult to maintain the kind of security they needed.

They wanted to put in a new Broadsoft system to centralize and consolidate their system, but security was also a significant concern. They knew they couldn't handle the transition by themselves so they brought in Convergent to help them.

The scope of the project and the scattered locations of the U.S. Attorney's Offices presented a challenge. Convergent began by meeting with the EVoIP team to determine the best way to go about doing field deployments of their Broadsoft platform.

The Convergent Team worked out a deployment timeframe, handled carrier interface on the client's behalf, and worked to deploy the new equipment at each one of the U.S. Attorney's Offices nationwide.

While the deployment was taking place, Adrienne handled all of the employee training. She conducted formal classroom training for all employees in 90 minute sessions. She also led specialized, one-on-one training for the U.S. Attorney in each location. And finally, she created all of the training materials necessary to make the transition a smooth one.

The end result is that the U.S. Attorney's Office now has a uniform telecom system that is the same at all of its 250+ locations.

The consolidation of their system allows for peace of mind regarding security. And thanks to the centralization of their maintenance, the office has been able to save money, too.

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 telco 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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