

# convergent

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Continuing to use outdated technology is not without its risks. According to Deloitte, [companies can end up losing money as a result of using outdated technology](#).

- Outdated technology may not be able to handle the demands of the business and meet the expectations of modern customers.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- It may be difficult or even impossible to find trained staff to maintain the outdated systems.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.

## What Convergent Telecom Can Do for You

## 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.

[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 University of Virginia will better illustrate what we can do for your organization.



## CASE STUDY: University of Virginia

The University of Virginia is one of the top public universities in the United States. In 2015, [it tied for second place with the University of California Los Angeles \(UCLA\)](#) according to US News and World Report.

The university's phone system has two parts. The first is academic and relates to the college. The second is the University of Virginia health system. All told, their system has more than 22,000 lines and 20,000 phones in 400 buildings. Migrating to a new system was a massive undertaking – and one that needed to happen quickly.

The university had purchased a new system because their legacy system was phasing out support in two years. However, they did not have the staff or the expertise to handle the migration themselves. Their telecom vendor, Broadsoft, recommended that they talk to Convergent about handling the deployment.

The Convergent Telecom team, led by Raj and Adrienne, began working on the transition in 2014. They had only fifteen months to deploy all of the existing phone lines. Even though the timeline was a tight one, it was still necessary to hammer out the details of certain features and hire staff to handle the transition.

Raj and Adrienne helped to hire project leads, project assistants, and logistics coordinators – sixteen new staff members in all. At the same time, they worked to create user guides and training materials. Just two months after they arrived, they supervised the first flight – a transition of phones in one building.

Over the following months, more than 200 flights and 150 project-related tasks were completed under Convergent Telecom's supervision. Each flight, which included between 100 and 350 phone numbers, required the installation of new VoIP phones as well as dealing with analog phones, fax machines, and other equipment.

For the majority of the project, there were four flights per week. The project stayed on track and on schedule. A total of 22,441 lines were migrated, and a final check then uncovered 124 additional lines that not been included in the original project. Those were updated too.

By the end of 2015, the entire system had been updated and everything had moved over to VoIP. At that time, the old Siemens system was disconnected.

The university was thrilled with the result. The migration was completely successful, with no complaints from the university or its customers – and no dropped or missed calls. What could have been a nightmare without Convergent Telecom's involvement ended up being a smooth transition for everybody involved.

## 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](https://www.convergent.net) and schedule a call with us today.

