

## **ConvergeOne Continues to Invest in its Managed Services Portfolio with New ConvergeOne Operate**

### **Predictable, State-of-the-Art Management of Complex, Multi-Vendor Unified Communications and Contact Center Environments**

EAGAN, Minn., April 3, 2018 [/PRNewswire/](#) -- ConvergeOne (NASDAQ: CVON, CVONW), a leading IT services provider of collaboration and technology solutions, continues to expand its managed services portfolio and capabilities with ConvergeOne Operate.

ConvergeOne Operate, powered by OnGuard, provides a proactive service offer with a predictable and scalable cost structure in support of customers' collaboration environments. ConvergeOne Operate lowers total cost of ownership (TCO) through reduced capital investment and provides an improved level of service through ConvergeOne's OnGuard proactive service automation capability, access to greater levels of expertise and advanced processes and tools.

With ConvergeOne Operate, ConvergeOne assumes overall responsibility for their customers' system availability and performance to meet agreed-upon Service Level Agreements (SLAs), freeing their team to focus on innovation and business transformation.

"ConvergeOne Operate is a single source for customizable managed services," said Paul K. Maier, President, Services Organization, ConvergeOne. "This powerful new offer leverages our proven OnGuard IP with our ITIL®-based methodology, three SOC-2 certified Customer Success Centers, expert tools, and a team of highly trained, certified engineers and technical professionals to proactively support the most complex communications infrastructures."

ConvergeOne continually invests in industry best practices and ITSM processes defined by the Information Technology Infrastructure Library (ITIL®), empowering high-value, low-risk service delivery to customers' communication environments. ConvergeOne is uniquely positioned to inform customers' cloud migration strategy given its ability to efficiently aggregate cloud components into a seamless solution. ConvergeOne Operate supports this smooth transition.

ConvergeOne will host a live webinar entitled "*The ConvergeOne Managed Services Difference: People, Process and Tools*" on May 9. [Click here to register.](#)

#### **About ConvergeOne**

Founded in 1993, ConvergeOne is a leading global IT service provider of collaboration and technology solutions for large and medium enterprise with decades of experience assisting customers to transform their digital infrastructure and realize a return on investment. Over 7,200 enterprise and mid-market customers trust ConvergeOne with collaboration, enterprise networking, data center, cloud and security solutions to achieve business outcomes. Our investments in cloud infrastructure and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies.

ConvergeOne has partnerships with more than 300 global industry leaders, including Avaya, Cisco, IBM, Genesys and Microsoft to customize specific business outcomes. We deliver solutions with a full lifecycle approach including strategy, design and implementation with professional, managed and support services. ConvergeOne holds more than 2,100 technical certifications across hundreds of engineers throughout North America including three Network Operations Centers. More information is available at [www.convergeone.com](http://www.convergeone.com).

#### **Forward Looking Statements**

This press release includes "forward-looking statements" regarding ConvergeOne that reflects ConvergeOne's current views and information currently available. This information is, where applicable, based on estimates, assumptions and analysis that ConvergeOne believes, as of the date hereof, provide a reasonable basis for the information contained herein. Forward-looking statements can generally be identified by the use of forward-looking words such as "may", "will", "would", "could", "expect", "intend", "plan", "aim", "estimate", "target", "anticipate", "believe", "continue", "objectives", or other similar words, and include statements regarding the benefits of ConvergeOne Operates and ConvergeOne's plans, strategies and objectives. These forward-looking statements involve known and unknown risks, uncertainties and other factors, many of which are outside the control of ConvergeOne. These risks, uncertainties, assumptions and other important factors include, but are not limited to: (1) the effect of offerings by competitors; (2) the ability of ConvergeOne to grow and manage growth profitably, maintain relationships with customers and suppliers and retain its management and key employees; (3) changes in applicable laws or regulations; (4) the possibility that ConvergeOne may be

adversely affected by other economic, business, and/or competitive factors; (5) ConvergeOne's ability to identify and integrate acquisitions and achieve expected synergies and operating efficiencies in connection with acquired businesses; and (6) other risks and uncertainties indicated from time to time in the sections titled "Risk Factors" in documents filed with the Securities and Exchange Commission by ConvergeOne.

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