

ConvergeOne Featured at Calabrio Customer Connect

ConvergeOne's Bret Lathrop a Participant in Thought Leadership Panel at Annual Calabrio Conference

EAGAN, Minn., Aug. 24, 2015 /[PRNewswire](#)/ -- ConvergeOne, a leading provider in the design, implementation, and management of state-of-the-art data and communications solutions, was featured during Calabrio Customer Connect 2015, held August 16-19 in Minneapolis, MN.

[ConvergeOne](#) offers end-to-end technology solutions and a full portfolio of project management, professional, and best-of-breed managed services spanning all the top platforms, including Avaya, Cisco, Microsoft, and more. ConvergeOne delivers expanded contact center and workforce optimization (WFO) capabilities through its strategic relationship with [Calabrio](#), which is a leading provider of customer engagement and voice-of-the-customer (VoC) analytics software, as well as a ConvergeOne Preferred Partner.

Calabrio's annual conference, Customer Connect, brings together customers, select partners, company leaders, and industry experts for high-level product development, strategic vision, and interactive learning opportunities. Bret Lathrop, Director of Sales for ConvergeOne Collaboration, was a speaker on the conference's Thought Leadership Panel, held August 18. The panel also included Cisco Systems — a partner of both ConvergeOne and Calabrio — and other guests discussing customer engagement trends and challenges in the contact center. The panel was moderated by Tom Goodmanson, Calabrio's President and CEO.

"This is an exciting time to be involved in workforce optimization, which is having a revolutionary global impact not seen since the advent of multichannel contact centers at the turn of this century," said Lathrop. "Working closely with Calabrio, we are helping customers see how engaging with the right partners smoothes the way to adopting technically advanced WFO solutions and ultimately, breaking down old barriers within a business, to truly change their customer experience."

"We are grateful to Bret and ConvergeOne for taking part in the discussion, helping customers better understand not only how WFO and the contact center have evolved in the past decade, but also how to use these technologies to maximize the customer experience today and into the future," said Goodmanson. "It's the kind of thought leadership that informs the innovation we strive for here at Calabrio."

For more information on ConvergeOne solutions and support for WFO, customer engagement, contact center, and other leading-edge solutions, customers can reach out to their account team or ContactUs@converge-one.com.

About ConvergeOne

ConvergeOne designs, builds, and delivers end-to-end, integrated solutions including communications, collaboration, contact center, data center, Enterprise networking and server/storage consolidation and management, and consultative, managed, and professional services, as well as project financing through ConvergeOne Capital. The company maintains strategic partnerships with more than 100 global industry leaders including Avaya, IBM, Cisco, and Microsoft.

ConvergeOne is headquartered in Eagan, MN. The ConvergeOne family of companies includes ConvergeOne Technology, ConvergeOne Program Management, ConvergeOne Advanced Services, ConvergeOne Collaboration, ConvergeOne Capital, NACR, a ConvergeOne Company, and welcomes the newest member of the ConvergeOne family: Mountain States Networking – a Cisco Gold partner with numerous certifications in the Enterprise networking, Data Center and Collaboration architectures.

ConvergeOne joined the Clearlake Capital Group, L.P., portfolio in June 2014. A leading investment firm, Clearlake provides companies with patient, long-term capital and operational expertise. The firm is differentiated by its industry-focused approach, deep relationships, and significant sector expertise across various industry categories including business services, communications, consumer product/retail, defense and public safety, energy/power, healthcare, industrials, media, and technology.

For more information, visit www.converge-one.com.

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