

ConvergeOne Named 2018 U.S. Service Partner of the Year by Avaya

BLOOMINGTON, Minn., Jan. 25, 2019 /PRNewswire/ -- ConvergeOne, a leading global IT services provider of collaboration and technology solutions, announced today that Avaya has named ConvergeOne *2018 U.S. Service Partner of the Year*. This is the third consecutive year that ConvergeOne has received this honor. Avaya announced the award this week during Avaya ENGAGE 2019 in Austin, Texas.

U.S. Service Partner of the Year: ConvergeOne

ConvergeOne is one of Avaya's largest business partners with more than 2,700 employees in over 85 branch offices meeting the needs of enterprise and IOC customers across the country. Following up last year's wins for Avaya Service Partner of the Year, ConvergeOne again delivered incredible results in 2018 that included a consistent focus on servicing one of Avaya's largest customer segments, with over 70% of customers taking advantage of retail maintenance offers.

"ConvergeOne has demonstrated substantial growth in professional and managed services with superb renewal rates, excellent customer retention and delivery metrics that demonstrate their dedication and customer focus," said Gary Levy, U.S. Channels Vice President, Avaya.

"Being honored with the 2018 Service Partner of the Year award underscores ConvergeOne's commitment to services innovation and design, and to deliver best-in-class communication solutions and services," said Paul K. Maier, President, Services Organization, ConvergeOne. "Receiving this award from Avaya, now three years running, reinforces our leadership position and continuing commitment to customers, as recently validated by our 2018 net promoter score of 70," said Maier.

About ConvergeOne

Founded in 1993, ConvergeOne is a leading global IT services provider of collaboration and technology solutions for large and medium enterprises with decades of experience assisting customers to transform their digital infrastructure and realize a return on investment. Over 11,000 enterprise and mid-market customers trust ConvergeOne with collaboration, enterprise networking, data center, cloud and cybersecurity 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 6,300 technical certifications across hundreds of engineers throughout North America including three Customer Success Centers. More information is available at convergeone.com.

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