

## **ConvergeOne Recognized with Two Nuance North American Partner Awards**

BLOOMINGTON, Minn., March 10, 2020 /PRNewswire/ -- ConvergeOne, a leading global IT services provider of collaboration and digital infrastructure solutions, today announced that Nuance has recognized ConvergeOne with two North American Partner Awards: 2019 Best Collaboration Partner and 2019 Professional Services Partner. ConvergeOne's Kathy Sobus, Senior Director, Customer Experience Strategy, and Gary Cordero, Contact Center Solutions Specialist, accepted the awards at the Nuance Partner eXperience Summit in New Orleans.

Nuance recognized ConvergeOne with two 2019 awards for its customer-centric values and strategic approach to solving business challenges, as exemplified by ConvergeOne's 2019 Net Promoter Score (NPS) of 72, which is three times the IT services industry average, as reported by ClearlyRated. This score places ConvergeOne in NPS's "Excellent" category, which is reserved for only the most customer-focused companies.

In 2018, Nuance named ConvergeOne its Partner of the Year – Security Suite. Nuance has continually recognized ConvergeOne for its strong performance, commitment to the partnership, and shared customer successes. ConvergeOne is a leading Nuance partner, with extensive knowledge in the contact center and artificial intelligence (AI) technologies that transform the customer experience.

"ConvergeOne is honored to be recognized as Nuance's 2019 Best Collaboration Partner and Professional Services Partner, as these two awards are a testament to the strength of our partnership with Nuance," said Sobus. "We are proud to partner with Nuance to help businesses deliver modern and innovative experiences that are fueled by artificial intelligence. We are excited to continue to grow our partnership in the coming years, as businesses increasingly rely on our technologies to enhance their relationships with customers."

### **About ConvergeOne**

Founded in 1993, ConvergeOne is a leading global IT services provider of cloud collaboration customer experience 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 14,000 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](https://convergeone.com).

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