

Data & VoIP Infrastructure Monitoring



Global Convergence Inc. (GCI) Data and VoIP Infrastructure Monitoring Services provide customers with options for various levels of remote monitoring, agency support, product and carrier problem diagnosis and resolution as well as inventory and asset management services.

Infrastructure Monitoring for Data Products, VoIP Products, Legacy Data and Voice and Wireless/Mobility Products are all included in GCI's Infrastructure Monitoring product set.

GCI represents and acts on behalf of our clients to proactively manage network infrastructure environments. GCI's Data and VoIP Infrastructure Monitoring Services can be delivered at different levels of engagement and can be customized to meet specific support requirements of our clients.

All programs come with basic levels of Performance Reporting, Service Level Metrics for ticket handling and escalation as well as a Service Transition period where the service is brought to a "live" status. Once the Service Transition period concludes, GCI delivers a steady-state support services for the term of the agreement.

Our Expertise

Global Convergence Inc. (GCI) is specialized in multi-vendor, multi-technologies. Regions supported for our Data and VoIP Infrastructure Monitoring Services include: North America, Canada, Mexico, EMEA, APAC and LATAM.

Data and Voice over IP Infrastructure Monitoring

Standard Deliverable Components



Products Supported

- Route/Switch Products
- Servers
- IoT Products
- Mobility Products
- Cisco Core Data Products
- Cisco Systems CUCM/UCCX
- Cisco Systems IP Phones
- Cisco Systems BEXX
- Other Products based upon specific customer requests



Standard Deliverables

- Service Activation Plan
- Incident Management
- Incident Tracking and Documentation
- Incident Notification and Escalation
- Incident Diagnosis
- Incident Resolution



Standard Deliverables

- Backup and Archive of Incidents
- Configuration Management
- Major Software Updates
- Change Management
- Soft MACD (Remote)