

## Customized Service Programs



### GCINet – Fast. Efficient. Affordable.

Global Convergence, Inc. (GCI) has a strong heritage of successfully supporting – and in many cases – digitally transforming networks with comprehensive, and affordably priced GCINet Managed Services.

GCINet is a suite of customized service programs that optimize levels of services along with variable, attractive pricing for customers. GCINet Managed Services offers a complete service solution, delivering support when and where it’s needed, and that can be underpinned with specially tailored Service Level Agreements to safeguard the most critical components of the network infrastructure and the network applications .

### GCINet Advantage

Rest easy with worry-free global IT managed services from GCI. Managing and maintaining geographically dispersed Enterprise networks around the world is our area of expertise; this allows you to focus on what’s most important – your customers.

GCINet full life-cycle services provide customers with extensive monitoring of the network environment 24x7x365 from one of our two multi-lingual, global Managed Service Centers (Oldsmar, FL and Cluj-Napoca, Romania) that provide around-the-clock, support to facilitate business continuity and meet the most stringent SLA requirements.

## Leverage GCINet Today



### GCINet Suite

GCINet, foundational services can include:

- Network Management
- IPT Voice Management
- Enterprise Mobility/WLAN
- Help Desk Services
- Managed Maintenance & Support
- Staffing Solutions



### Certifications

GCI has invested in universally accepted standards and has achieved and maintains certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2. Additionally, GCI supports the efforts of the U.S. Department of Commerce and the European Commission and has recently certified for the **EU-U.S. Privacy Shield Framework** program.



### Major Markets

GCI proudly serves many of the world’s largest corporations and all major markets worldwide.

- Service Delivery in 170 Countries
- In-Country Billing & Field Services
- 750+ Spares Depots
- Customized SLAs