

IPT VoIP Enterprise Services



With global experience supporting systems from the leading voice manufacturers as well as legacy TDM technology, GCI has the experience and know-how to provide unrivaled voice management services for your business.

Global Convergence, Inc. (GCI) supplies global Cisco VoIP Infrastructure design, planning, migration, implementation, and post implementation onsite training and support services.

GCI has extensive experience providing the design and management leadership to migrate global customers from legacy voice systems to the latest Cisco based IPT options.

GCI can deliver the entire implementation and migration program globally regardless of location. GCI has specific Cisco-based CUCM system upgrade offerings designed to seamlessly upgrade older Cisco IPT operating systems and related hardware to the latest supported Cisco versions.

GCI delivers in-country project management, technical support and training support resources, as well as global integration of planning, scheduling and deployment for migration or new installation projects.

Our Expertise

Global Convergence Inc. (GCI) is specialized in multi-vendor, multi-technologies, and our IPT VoIP Enterprise services can be supported in North America, Canada, Mexico, EMEA, APAC and LATAM.

IPT VoIP Enterprise Services



Vendor Products Supported

- Cisco Systems CUCM
- Cisco Systems UCCX
- Cisco Systems IP Phones (all models)
- Cisco Systems BEXX
- Other products based on specific requirements



Standard Deliverables

- Design and Discovery Services
- Bill of Material (BOM) Development
- Site Surveys
- Staging Services
- Product and Systems Configuration
- Project Management



Fundamentals Include

- 24x7x365 Monitoring
- Incident Tracking & Documentation
- Incident Notification & Escalation
- Incident Diagnosis
- Incident Resolution
- Industry Standard voice quality metrics
- Software updates
- Change Management