

## Global Maintenance Programs



Global Convergence Inc. (GCI's) global onsite maintenance programs offer customers cost-effective and flexible maintenance options that reliably support legacy – to converged networks, and can provide a competitive advantage for multi-nationals or global expansion.

GCI maintenance programs are out-of-the-box, ready-to-deploy services that supply enterprise level, Service Level Agreement (SLA) based options for onsite labor, logistics (parts replacement support) or both.

GCI can deliver these maintenance programs to over 750 metro areas around the world. GCI can also supply consulting services for pricing, program content and many other aspects of product service program delivery.

Ticketing and call center support is provided by one of two multi-lingual Managed Services Centers located in Oldsmar, Florida and Cluj-Napoca Romania.

### Our Expertise

Global Convergence Inc. (GCI) is specialized in multi-vendor, multi-technologies. GCI Global Onsite Maintenance Programs can be supported in North America, Canada, Mexico, EMEA, APAC and LATAM.

Case Study: [International Financial Institution](#)

1-Minute Video: [Where in the World](#)

## Maintenance Programs

*Service Level Agreement (SLA) based for flexible, cost-effective options.*



### Onsite Labor

Field Service Technicians with the skill sets that align with customer requirements and budget

- SLA-based onsite labor and logistics services
- 4-Hour or Next Business Day (NBD) response options



### Logistics

- GCI's SLA-based options offer onsite labor, logistics (part replacement) services or both.
- Single ticketing platform for maintenance requests globally (parts and labor)
- 750 Forward Stocking Locations



### Quality Programs

GCI offers multi-vendor, multi-technology capabilities without ever compromising on quality.

- ISO 9001:2015
- ISO 27001:2013