



## Project Scope

A large pharmaceutical company with a worldwide footprint had a hybrid voice network that included a high volume of multi-vendor legacy TDM PBX equipment intermixed with a smaller volume of IP Telephony.

The customer was experiencing quality issues with the managed services provider responsible for monitoring and maintaining the hybrid voice network.

## Our Expertise

With a global IT services presence and core competence in TDM and IP Telephony, Global Convergence Inc. (GCI) offered a unique, full lifecycle management value proposition to the client.

## Our Approach

GCI was able to offer seamless services delivery across 26 countries in LATAM and ASPAC, 24x7x365, utilizing its two multi-lingual Network Operations Centers located in Oldsmar FL, USA and Cluj-Napoca, Romania to manage the existing hybrid environment while migrating the client to a full, digitally transformed IPT environment.

## Our Results

GCI managed the six-month transition program without disruption to the client's business and ahead of schedule, facilitating business continuity and achieving over 98% SLA compliance. The client has now expanded the relationship to include GCI digital transformation services in North America and EMEA.

## GCI's Digital Data Transformation Services



### Services Delivery

- Network Monitoring
- Staff Augmentation
- Managed Maintenance
- Security Operations Center (SOC) Services
- 4-Hour SLAs
- Logistics Services
- Transformed over 35,000 Users from TDM to IPT voice globally



### Global Presence

- Two global NOC locations
- Over 750 global spares depots
- Regional presence added in Brazil and Singapore
- Field Technical Resources: on-boarded, trained and maintain over 250 field technicians to provide dispatch services that meet regulatory requirements



### Quality Delivery

With a high focus on Governance, GCI maintains the following international industry Quality, Security and Compliance Certifications:

- ISO 9001:2015
- ISO 27001:2013
- SOC 1
- SOC 2 Type II Attestation