

GCI Managed Services - Prepaid On-Demand Services

Global Managed Services to Grow your Business

Global Convergence Inc. (GCI) offers an entry-level, managed services program with its prepaid on-demand Managed Service Agreement - a prepaid block of dollars that allows customers, over a specified period of time (12 months), to access GCI technical resources based on a block of time and a total dollar value limit.

GCI customers can purchase a 12-month prepaid block of time for \$10K USD and then use the standing PO to request a variety of technical resources.

Example. If a customer needs an implementation resource, a project management resource, or a technical support resource, the customer may request those resources through the GCI Managed Services Center against their prepaid on-demand services block, and the time spent and hourly rate applicable to those resources will be subtracted from the annual prepaid amount.

This eliminates the need for the customer to generate a purchase order for individual requested events.

GCI acts as an extension of your IT department to provide your on-demand services.

Our Expertise

Global Convergence Inc. (GCI) is specialized in multi-vendor, multi-technologies, and with few caveats, any technology can be supported in North America, Canada, Mexico, EMEA, APAC and LATAM.

GCI has been named to the prestigious MSP 501 List at #59.

Channel Futures.
MSP 501
2019 WINNER

Prepaid On-Demand Managed Services



Standard Deliverables

- Minimum requirement is \$10,000 USD for 12-month term, prepaid on-demand managed services
- Normal business hours and outside/holiday business hour rates
- Limited SLAs may be included as add-on retainer agreements



Standard Deliverables

- Ticket Placement Process
- All requests are managed within the GCI Managed Services Center (MSC) Ticketing System. No events or requests are supported outside of the MSC Ticketing process



Standard Deliverables

- List of applicable GCI service resource SKUs and associated resource rates
- GCI Services Delivery Manager (SDM) assigned to Prepaid On-Demand contracts