

# GCI Governance and the Value of Process Alignment

## Governance as a Game-Changer

Global Convergence, Inc. (GCI) delivers unprecedented value to its customers with an intense focus on governance and seamless alignment to internal processes.

GCI employs a consultative and highly collaborative approach to support business challenges. We listen. We respond. Our innovative and out-of-the box thinking drives process improvements and builds trusted partnerships with our customers.

## Promises, Promises.

While trust but verify might seem a bit of a cliché, IT governance, executed properly, demands it. How does one monitor and improve the efficient use of IT resources if measurable goals are not first identified and implemented.

Governance must be written in to all aspects of the Contract,

including Service Level Agreements (SLAs), Billing, Onboarding and Procurement with very measurable outcomes that involve penalties if an agreement level is not achieved.

Governance goes well beyond SLA performance. Billing, for example, is subject to governance and must be held to stringent timeliness and accuracy standards. Onboarding is another process that should be considered within a governance structure.

Customers with tightly controlled environments experience a very high degree of governance performance with GCI's Managed Services suite. Our agility and collaborative approach allow us to adopt client processes for lifecycle management often in the form of ITIL processes that we follow for Change, Incident, Problem, Knowledge, Quality, Risk and Continuity.

## GCI's Top Collaborative Governance Values



### Process Alignment

- GCI has the ability and proven experience to align with our customers governance and process model to ensure a flawless, measurable, multi-vendor implementation of projects and services.



### Agility

- Bigger is not necessarily Better. Agility is one of GCI's core values; we act quickly and adapt to change seamlessly, saving our customers time and money versus more parochial processes that cannot easily adapt to, nor accommodate change.



### Trusted Partner

- We LISTEN to our customers. Listening underpins each process and is what allows us to become collaborative, trusted advisors. We not only align processes; we help customers accelerate positive change if processes become an impediment.

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## Powerful Program Portfolio

Global Convergence Inc. offers comprehensive multi-service/multi-national global implementation and network transformation service programs to ensure your success.

As your single point of contact from project planning, through implementation, GCI offers its customers an International Project Management Office (IPMO) to provide planning, oversight, monitoring and execution of simple-to-complex service events.

GCI's IPMO delivers projects and programs that provide governance-driven oversight to meet your complex, global implementation requirements.

GCI's project managers are highly qualified, and GCI has extensive experience in successfully deploying large, global and geographically diverse networks.

Our global deployment and network transformation portfolio offer clients:

- Site Survey and Assessment
- Architecture and Design
- Configuration to Order and Product Assurance
- Project Management
- Implementation and Global Transformation
- Onsite and Remote Staff Augmentation Solutions



## Our Expertise

Global Convergence Inc. (GCI) is specialized in multi-vendor, multi-technology support and our global implementation programs can be customized for any technology product set worldwide.

GCI Transformation Services are supported in North America, Canada, Mexico, EMEA, APAC and LATAM.

GCI was named to the prestigious 2019 MSP 501 List at #59.

## GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

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## Contact GCI Today

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**MSP 501**  
**2019 WINNER**