

# GCI Global Services Summary

## A Comprehensive Suite of Global Services

Every day, organizations increasingly realize that managed and Implementation services are a necessity to safeguard the network and enhance business functionality and operational efficiency.

Global Convergence Inc. (GCI) offers a unique value proposition to clients, providing both Managed, SLA-driven, lifecycle services, and Implementation Services designed to provide planning, design, complex and global project management and delivery through our International Project Management Office (IPMO) and more, for voice and data network transformation instances.

Global Convergence also delivers Authorized OEM Partner hardware and maintenance programs. We partner with some of the top OEM and technology organizations in the industry to deliver comprehensive solutions for our customers.

## Delivering in the Most Challenging Regions

With technology solutions and the in-country resources to help fulfill your vision, GCI seamlessly delivers in the most difficult regions across the globe.

Our global HQ locations include 24x7x365 multi-lingual Network Operations Centers (NOC) and Managed Service Centers (MSC). With regional locations in the USA, Brazil, Romania and Singapore, GCI has service delivery capability in 170+ countries.

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

Additionally, GCI supports the efforts of the U.S. Department of Commerce and the European Commission and has certified for the **EU-U.S. Privacy Shield Framework** program.

## GCI Global Managed & Implementation Services



### Global Managed Services

- Customized Suite of Fully Managed Lifecycle Services
- Network Management
- IPT Voice Management
- Enterprise Mobility-WLAN
- Global Help Desk Services
- Managed Maintenance & Support
- Staffing Solutions



### Global Implementation Services

- Site Surveys and Assessment
- Architecture and Design
- International Project Management
- Third Party Hybrid Maintenance
- Configuration to Order
- Global Transformation & Implementation Services

# GCI Authorized OEM Partners North America

GCI supports a variety of technology products and services from some of the world's leading technology manufacturers. We've been a Cisco Gold Partner for over 19 years. As a services-led organization, GCI works closely with our OEM partners to deliver comprehensive solutions for our customers. GCI offers a full managed services portfolio to underpin the solutions that our customers require. See our **Technology Partner Line Card** for the complete list of partners.



Cloud and Managed Service Provider  
Gold Certified



Integrator, MSSP