



ConvergeOne

A DIRECT RESPONSE

Resolving Customer Incidents In-House with OnGuard



Customer Challenge

An automobile finance company provides car leasing and financing for more than 1,500 car dealerships across the United States. It has a Cisco contact center environment that services millions of customers, and prior to engaging with ConvergeOne, it partnered with another provider that managed the environment. The previous provider gave the auto finance company very short notice that it was exiting the managed services business, which meant the company would have to move very quickly to find a new provider. The internal IT staff had extensive experience in the manufacturing industry, but it had remained hands-off with the company's contact center and lacked the appropriate expertise to manage the Cisco environment.

Recognizing ConvergeOne as a leader in the Cisco contact center space, the company met with ConvergeOne to discuss its path forward. ConvergeOne discovered that the company's previous managed services provider had only two engineers in place to support the entire environment. When the company would call in a ticket or the system would set off an alarm, the provider would contact Cisco to resolve the issue. Essentially, Cisco provided the services, while the third-party managed services provider was only responsible for interacting with Cisco in place of its customer.



The Customer's Desired Outcome

The complete offloading of responsibility for its Cisco contact center environment, with enhanced capabilities to resolve issues directly rather than relying on Cisco support.



Customer Experience Managed Services
Use Case

convergeone.com



The ConvergeOne Response

ConvergeOne had the capabilities to provide an enhanced experience for the company. ConvergeOne's managed services offer leverages OnGuard, a 24x7 purpose-built platform with state-of-the-art monitoring, management, and maintenance support for the Cisco contact center environment. The combination of the OnGuard platform and ConvergeOne's highly skilled engineering team enables ConvergeOne to resolve 97% of all incidents in-house — a huge contrast to the customer's prior managed services provider, which was fully dependent on Cisco to resolve issues. This was a critical differentiator that would alleviate operational requirements for the company's internal IT team.

ConvergeOne's proprietary OnGuard solution appealed to the customer because the platform could sense, identify, and resolve issues before they occurred. OnGuard could also correlate alarms within the system to English-language definitions that would provide engineers with the necessary information to identify known issues, troubleshoot, and quickly resolve issues. Mark Langanki, ConvergeOne Chief Technology Officer, explained the importance of the English language definitions by referencing a company that suffered a highly publicized data breach. The company's Network Operations Center (NOC) was receiving alarms from its monitoring tool, but since its team was unable to recognize the issue, it did not act as it should have to protect the environment. The English-language definitions would not only assist the ConvergeOne managed services team in identifying and resolving issues, but they would also ensure that the customer remains aware of what's occurring within its systems at all times.

The expert ConvergeOne managed services team remained engaged throughout each step of the process. Each team member added a piece to the value proposition, giving confidence to the customer. The customer was delighted when it visited a ConvergeOne Customer Success Center (CSC) in Golden Valley, Minnesota, and witnessed the dedication and expertise of the managed services team first-hand.

An Ongoing Relationship

This engagement served as the starting point for an ongoing relationship between ConvergeOne and the customer. The managed services agreement fulfilled an immediate need, but the customer sought a dedicated partner with a vested interest in its ongoing success. The customer regards ConvergeOne as a trusted advisor to lead it forward so that it remains at the forefront of its industry.



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