

Convergint **value**

Convergint's **Premium Service Center** is a dedicated support team with the purpose of providing exceptional service delivery for national and global customers. This white-glove approach results in a premium **customer service** experience through the use of a **streamlined** work order process, ensuring customers' critical priorities are met at the highest levels.

A **dedicated program administrator** provides consistency of communication and high attention to detail, remaining aligned with local service teams to accelerate delivery and enhance business outcomes.

Convergint **services**



- ✓ **Consistent processes & documentation**
- ✓ **Tracking & monitoring commitments**
- ✓ **Single point of coordination**
- ✓ **Proactive communication**
- ✓ **Actionable playbook**
- ✓ **Transparency**