

©onvergence

Communications



You talk – We listen.

About

Convergence – company history and philosophy

Established in 2004, Convergence Communications is a multi-award-winning telecoms company based in Cambridgeshire. We provide high quality telephone and video conferencing systems throughout East Anglia and the South East. Our careful project management and dedication to excellent customer service ensure that we stand out in a highly competitive industry.

Services

and industries

Missed calls? Frustrated by the shortcomings of the traditional phone system? With our web and cloud-based telephone systems, you and your team can receive calls, texts or instant messages from anywhere on any device; your laptop, your tablet or via a mobile app. You can instantly share your screen and exchange documents with customers and colleagues with confidence.

Utilising the internet, you can connect to anyone from anywhere at a fraction traditional telephony costs.

We listen to our clients to find out what their specific needs are. This allows us to tailor the best and most cost-effective solution for them within their budget.

And finally, we believe in building relationships with our clients, so you will always be able to speak to someone you know if you have a question or query. Our team is dedicated to resolve any problems quickly and efficiently.



Our **product** range

Primarily, we recommend four systems; Wildix (Convergence Cloud), Xelion, Horizon and CallSwitch One. This allows Convergence to provide service to a wide and diverse range of businesses.



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Cloud

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Video

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Connect

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IT Support



@onvergence
Cloud

Wildix

Wildix is a web-based platform that provides the perfect blend of traditional telephony with collaborative tools.

It provides all the telephony features that your business depends on plus all the collaborative tools we've become accustomed to; video calls, instant messaging and screen & document share. And because it's web-based, you can access the system from anywhere on any device. It provides ultimate flexibility allowing your team to work efficiently no matter where they are. The interface is easy to use and simple to administer.

Wildix also boasts an impeccable security record having never experienced a system breach.

It's also our flagship product and it's the reliability of the platform that sets Wildix aside from the competition.

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Xelion

Xelion brings a strong omni-channel solution which means the phone system can receive all types of communication including voice, Email, live chat, and social media. The omni-channel offering means enquiries are stacked to allow your team to answer them accordingly. It's a true collaborative solution. It also offers the functionality of a traditional telephone system on top so is ideal for forward-thinking business that receive a lot of incoming enquiries.

Xelion supports a wide range of devices to allow each user to use what is most appropriate for them and their business.

Hardware including IP desk phones, DECT cordless, analogue adaptors and door entry units. It also offers access via the PC and mobile app allowing users to work from anywhere.

Xelion also deploy a single user license which includes all functionality. Therefore, there are no hidden extra charges for additional functionality. This makes for a very competitive solution.

The WhatsApp integration is another unique selling point of this platform. Currently, Xelion is one of only a few platforms that has this capability and when utilising the omni-channel function, it allows your team to be super-efficient working across multiple platforms of communication.

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Horizon

Convergence have been partnered with Gamma for several years and we continue to deliver their products into our customer base.

Horizon (by Gamma) is our entry-level cloud solution and one we've been delivering over several years. It was the first cloud platform that Convergence included within our portfolio.

Horizon has evolved and continues to be a leading-edge solution for those businesses that have a basic cloud requirement.

It's very robust and reliable and provides all the features that you'd need, a mobile app, a desktop softphone, voicemail, call recording etc.

It's ideal for those businesses that need a simple telephony solution.

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CallSwitch One

CallSwitch One offers flexible telephony which allows you to use virtually any type of IP handset synchronising seamlessly with their softphone and mobile app.

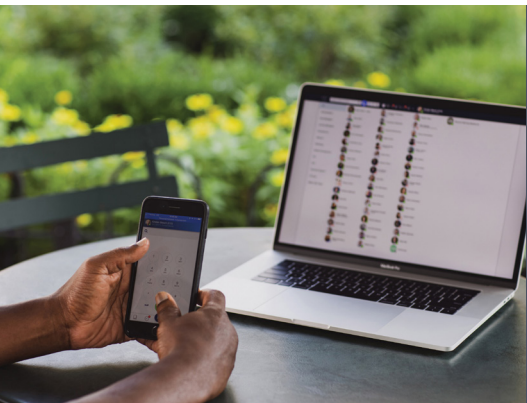
There are off-the-shelf integrations with the likes of Salesforce, Pipedrive, Zoho, HubSpot and Microsoft Teams plus all the standard cloud features such as:-

- Instant messaging** – send messages instantly to your team
- Call recording** – record calls and refer to them later – great for training and customer service
- Screensharing** – share screens when presenting
- Softphone/Mobile App** – utilise the softphone and mobile app allowing your team to work from anywhere.

CallSwitch One has an open channel which means you can make or receive as many calls as possible – there is no restriction the number of calls.



Wildix – Convergence Cloud



Wildix or Convergence Cloud is a web-based platform. This makes it completely unique in the market-place. And as it's web-based, your team can access the system from anywhere using any device making and receiving calls to and from their direct dial number.

Web-based telephony made simple

The **Wildix** platform has been developed with the user in mind. Its simplicity is the key to this product. The interface is very easy to use and very quickly, users become familiar with how to utilise the features of the system.

You can make and receive calls using any device; your laptop, your tablet or your mobile phone. And if you want a traditional handset on your desk, you can have one. Connect seamlessly with your clients using a number of different mediums; audio, video or instant message – you decide. Access your voicemail or your call recordings instantly. Review call stats at the push of a button. Manage your team and allow them to manage themselves. It couldn't be easier.

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Cloud phone systems

A strong omni-channel solution which means the phone system can receive all types of communication including voice, Email, live chat, and social media.

Xelion

Xelion is a new product with an added element. The WhatsApp integration intertwined with calls and Email means we can now offer a true omni-channel solution. Calls and messages can be queued and answered in order providing you with the ability to service your clients across all types of medium. And in addition, it the platform also provides all the collaborative tools your business needs including, chat, call recording, video conferencing and screen-share. It's also a very stable platform with impressive reliability stats.

Horizon

Horizon is a platform that Convergence have been providing for several years. Its simplicity and reliability are its biggest selling points which is why we continue to install the product. It has also evolved in line with the market offering all of the modern features you'd expect, instant chat, call recording, video conferencing etc. Horizon has always been a cost effective platform and is our entry-level solution for smaller businesses.



improved product

CallSwitch One

Market-leading hosted telephony platform

Delivering the full suite of Unified Communications features, integrations, and fully supported hardware to mobilise your workforce in an affordable, efficient way. The solution delivers an evolving range of advanced call handling and management features through an intuitive interface.

Key features include:

- Hot desking and perfect for home working
- Flexible across multiple devices
- Easy to navigate and secure administration
- Compliant call recording as standard
- Wide range of cloud handsets available
- Free calls to local, national and UK mobile
- Microsoft Teams integration
- Voice and video conferencing with screen sharing
- Call queueing and parking
- Voicemail and voice-to-email transcription
- Instant messaging and presence
- CRM integration



Video

conferencing & collaboration



Convergence Video Simple video conferencing solution

Remote working is fast replacing traditional office working. Therefore, we need to find new ways to interact with clients and colleagues. **Convergence Video** gives you that opportunity at a fraction of the traditional video conferencing costs.

We use the latest in video technology to help your business connect with your clients at the push of a button, literally. And by implementing such a solution, you'll become a greener business saving time, money and the environment. And what's more, your customer does not need to download an app, they simply just click on the link they've received via Email. It could not be more simple. The solution is also very secure and private making it ideal for your business.

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IT Support

new
service

Convergence IT Support provides professional, cost-effective IT support, managed IT services, cybersecurity solutions and structured network cable installation including professional Wi-Fi solutions.



Managed services

We believe in keeping things simple, so we have developed an award-winning billing platform that combines all your services onto one, easy to understand bill.

Our services include:

- Competitive line rental and call tariffs with advice on how to further reduce your costs.
- SIP trunks (instead of landlines) to provide you with free local, national and UK mobile calls
- Reliable and cost-effective superfast fibre broadband
- Guaranteed connection: our leased internet connection has an uptime guarantee of 99.997%
- Reduced mobile bills through partnerships with Vodafone, O2 and 3 to offer competitive SIM-only tariffs.

Professional and responsive

Our services include the following:

- Providing both remote and onsite support
- Offering managed services such as spam filtering, endpoint management, and automated backup
- Providing, installing and managing servers, workstations, and other devices
- Cybersecurity solutions including managed endpoint security and support with compliance-based requirements (i.e. Cyber Essentials)
- Network setups including Wi-Fi, routers, and switches.
- Full data cable installation including Cat5e/6/6a and fibre optic.

Experienced team

IT support

Managed IT services

Cybersecurity

Cable installation

Wi-Fi networks

Servers and backups



Medical solutions

Cloud Telephone Systems

Connectivity

Video Conferencing

Mobiles

IT Services

Managed Services

Every system we deliver has been specifically developed to provide the perfect solution into the medical sector. We can integrate seamlessly with CRMs such as SystmOne and EMIS. Users will be able to 'click to call', 'screen-pop' records and log calls swiftly and efficiently thus providing a better experience for your patients.

Hospitality and Healthcare

Systems we have developed for the healthcare sector include a unique solution for medical centres that seamlessly integrates telephone systems with SystmOne and EMIS. Doctors can make calls from their desktop or have patients' details pop up on their screen when they call.

In hospitality, our front-of-house solution allows you to take bookings quickly and efficiently. Our integrated system will, for example, automatically charge any additional services requested by your guests to their room.

Estate Agents and Recruitment

Our leading-edge solutions carry calls and messages swiftly to staff mobiles through voice calls, instant chat and video, cutting costs and increasing productivity. Estate agents can make as many calls as necessary to vendors' mobiles without incurring additional costs.

Recruitment agencies benefit from secure video conferencing tools. With these your staff can interview candidates via a secure video link from a computer or mobile phone, saving time and money for both interviewers and interviewees.



Specialist systems

Professional Services and Education

Our cutting-edge digital tools help maximise the accessibility of accountants, IFAs, solicitors and other professionals. Using the latest in mobile technology, we provide real-time presence information, so your colleagues know when you are available.

Our systems for schools allow you to stay in touch with your staff at all times, on the premises or on school trips. You can contact parents, routinely or in special circumstances and, to save you time, we include a function where parents can leave messages or get information without having to speak to staff.

Automotive and Engineering

Our automotive clients value our call recording feature that provides a reliable record of important conversations, giving you an edge over your competitors. You can convert leads to sales more effectively by interacting with potential buyers in real-time as they browse your website.

We give engineers the technology to keep in touch with team members at all times and in any environment. Our leading-edge mobile technology includes a voicemail to email service, so you do not miss important messages when working in a dangerous or noisy environment.

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Award winning telecoms

Convergence Communications' commitment to excellence has won us many awards including:

- Telecommunications Specialists of the Year 2020 from Cambridgeshire Prestige Awards
- Twice Business of the Year
- Excellence in Customer Support from NEC
- Best new NEC Dealer
- Entrepreneurial Spirit for implementing new technologies within the local business arena
- Product of the Year 2015 for our in-house billing platform from the Newmarket & District Chamber of Commerce (NDCC)
- Innovative use of Technology from the NDCC for the work we have done in the health sector.



Your say...

Law & Lewis

Law & Lewis. Vanessa (Law) rang me today to thank us for the installation of their new phone system. She said that Luke was 'a credit to the company' and did a brilliant job! Well done Luke, great work!

Anthony Davis Estate Agents

Convergence have effectively changed over our phone and broadband to a new and much improved system.

Everyone at convergence were on hand with any changes and upgrades we wanted from our previous provider.

From our initial meeting, to installation, and all through to the present, we have been guided and supported with the new system. We now have a very smart and productive phone system that allows us to communicate with our customers around the clock from our mobiles as well as our desktop.

York Street Medical

I started a new role as Practice Manager earlier in the year and our Surgery was embarking on upgrading the telephone system, to a Cloud Based system. Apart from the General Medical Services contract requirement, the Partners had already identified where improvements on messaging and looking at performance for the patients would benefit from such a system.

A full tender exercise was undertaken. Convergence were one of three companies who tendered for the work. The initial response was timely, and each enquiry addressed. An example was a need to be registered on the approve NHS procurement list. Convergence had applied for this and evidenced application which was accepted. Two companies attended the next phase and presented to the management. Services offered were near identical. This was also the same for cost.

The presentation reassured that the specification requested would be met, more than expected, with additional features if the Practice wished to develop the technology. In fact, both presenting companies were transparent and displayed integrity.

The implementation plan from Convergence was arranged to fit around Practice demands relating to patient needs, the resourcing rota and specific needs per staff sets. Subsequent training followed a similar pattern.

As the Manager I was involved and fully aware of the whole project, ranging from dates, deliveries, to full financial detail.

A lot of technical work occurred off site and on the night prior to installation, I agreed to meet the engineers. Every new phone was accounted for and project list checked against each piece of equipment. The planning and pre-work resulted in the implementation being smooth; for example, a switch of phone that disrupted a user on average 4 minutes per occasion.

Newnham Walk Surgery

The project management of the installation of our new telephone system was seamless from the initial organisation to the days of installation. The team worked very well to train our staff effectively and they felt confident to use the new handsets straight away. There was no interruption to our organisations day to day working either. Special thank you to Lauren who made the whole process easy and delivered a great service.

Kameo Recruitment

We recently upgraded our phone system and the support we received from Convergence, throughout the process, was fantastic. We were unsure initially of what we required and were given a demonstration, had all of our questions answered and then given time to consider what would be best. The communication was excellent and when it came to the install day, everything went smoothly, with limited down time to the business and a full run through with the team. Again, all questions were answered and the new phone system we have is fantastic. What more could you ask for!