

you talk,
we listen.



@convergence
Communications

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.

cloud telephone systems

VoIP phone system

video conferencing

business telephone systems

managed solutions

IT support services

hospitality & healthcare

estate agents & recruitment

professional services & education

automotive & engineering

our product range

Primarily, we recommend four systems; Wildix (Convergence Cloud), CallSwitch and NEC's Univerge Blue and SV9100 product. This allows Convergence to provide service to a wide and diverse range of businesses.



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.

NEC's Univerge Blue

Univerge Blue is NEC's latest cloud offering. It streamlines communication and collaboration between your team and your clients.

NEC has forged a reputation for delivering reliable telephony and that is evident in the development of this product. It allows you to utilise existing NEC IP devices and provides a natural upgrade to a feature-rich cloud platform. Users will be able to utilise features such as instant messaging, video meetings and full screen & document sharing. The back-end portal makes for easy programming and administration.



CallSwitch

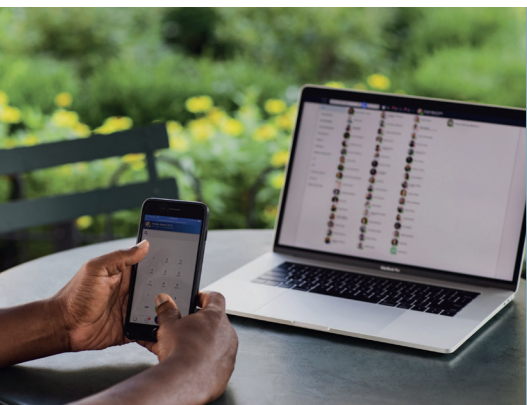
CallSwitch is a market-leading hosted telephony platform, delivering the full suite of Unified Communications features, integrations, and fully supported hardware to mobilise your workforce in an affordable, efficient way.

CallSwitch is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets. This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.

NEC's SV9100

The SV9100 is NEC's flagship on-premise solution. It's feature rich and very cost effective and can deliver all the benefits of Voice over IP. With the development of the mobile app, it's ideal for users working remotely. NEC's versatile range features combined with a wide choice of handsets makes it ideal for larger businesses that need reliability. The SV9100 has been designed with the healthcare sector in mind integrating seamlessly with SystmOne and EMIS.

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. It's 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 recording instantly. Review call stats at the push of a button. Manage your team and allow them to manage themselves. It couldn't be easier.



VoIP phone systems

All systems that Convergence provide, use an element of VoIP: whether it be cloud (Wildix, Horizon and Univerge Blue) or whether it be an on-premise VoIP solution (NEC SV9100).

The SV9100 is delivered in partnership with NEC and will reduce your costs in one fell swoop by routing all phone calls to local, national and UK mobiles over the internet. This works for both small and large businesses without compromising on call quality, call handling or functionality. SV9100 provides you with all the latest VoIP services that can further benefit your business.

We use NEC's flagship VoIP phone system, the NEC SV9100, which boasts some fabulous features, including:

- Click to dial directly from your device
- Call recording for important conversations
- Voicemail to email, so you can pick up voicemail messages through your email system
- User Presence, which shows team member status and whereabouts to colleagues at any times, making call handling more efficient.
- Seamless integration with various applications and CRMs

NEC's Univerge Blue Convergence Connect



Univerge Blue or Convergence Connect is the latest cloud solution from NEC. It combines the flexibility of cloud with the feature-set that the modern business demands.

The complete solution

Univerge Blue has been specifically developed to provide a cloud solution to the modern business. It'll integrate seamlessly to most CRMs allowing you to 'click to dial', 'screen-pop' records and also log every call.

And as you'd expect, it provides the perfect blend of telephony and collaborative tools; front-end auto attendant, call recording, instant messaging, video conferencing and screen & document share. Plus, you can seamlessly integrate existing NEC IP phones which keeps any capital investment to a minimum.



CallSwitch

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.

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



NEC's SV9100

Reliable and feature-rich



The SV9100 is NEC's flagship product in the marketplace. Not only is the solution feature-rich, it's also proven in the marketplace. It integrates seamlessly with a number of CRMs including SystmOne making it THE choice for the medical industry.

The SV9100 provides all the features your business needs including voicemail, call recording, auto attendant, highlight & dial and integrates with most CRMs on the market. The system is ideal for the medical sector and integrates seamlessly with SystmOne allowing agents to click to dial, screen-pop and log calls. We have been successfully delivering this solution of a number of years and it's hugely reliable.

And by adding applications such as NEC's MyCalls, you can gain access to call stats, recall call recordings and dial directly from your PC. There is also a mobile app which will allow your team to work remotely giving you the best of both Worlds.





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.

convergencecomms.com



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.



IT Support

in association with iTEXS



iTEXS has been based in Cambridge for over 20 years.

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

new
service

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

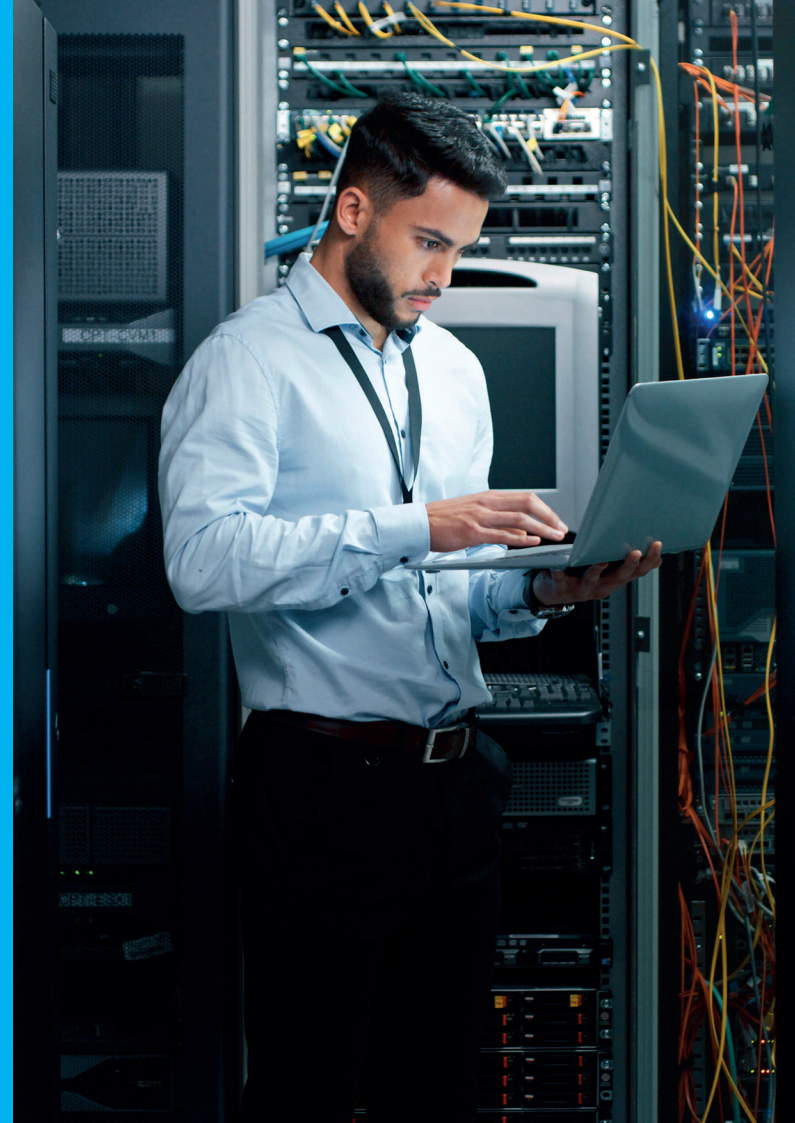
Managed IT services

Cybersecurity

Cable installation

Wi-Fi networks

Servers and backups





The medical solution

cloud telephone systems
VoIP phone system
video conferencing
business telephone systems
managed solutions

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.

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.



“We've used Convergence for a number of years now and we've always had really good customer service.
Heidi Fudge, Swayne & Partners.”



“Once our order was confirmed, the back-office system that Convergence use kept us to date through every part of the process. The installation was completed with no fuss and all done within the two-day timescale stated.
Paul Head, TW Gaze.”



“If there is a problem, Convergence fix it, which is on point. We've never had any downtime, which is important to us.
Simon Morris, Morris Armitage.”



“If there's a problem, they fix it. Convergence compares very well with other providers that we've used.
Nadia Mullins-Hill, Pure Resourcing.”

your say



VoIP

on-premise telephony



internet connectivity



disaster recovery



collaboration



project management



IT support



mobiles

video conferencing



cloud services

managed services



you talk, we listen.

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