



VIRTUALIZING REAL-TIME APPLICATIONS FOR THE WAY YOU WANT TO DO BUSINESS

When planning to virtualize real-time applications, businesses struggle with challenges such as:

- > The costs of potential upgrades and additions to production host hardware, software, and storage that may be required to support a wide array of real-time virtual applications
- > The bandwidth of in-house engineering staff with the expertise needed to research the virtual requirements for each real-time application and to plan, design, deploy, and maintain a virtual architecture that is optimized for real-time applications

These challenges can potentially delay a business from recognizing the cost savings, performance, and efficiencies that can be gained by virtualizing real-time applications.

The ConvergeOne vStack solution changes all that — delivering everything you need to deploy real-time applications on VMware, the leading platform for virtualization. Designed, preconfigured, and integrated by ConvergeOne, the vStack is a hyperconverged solution that combines computing, storage, and networking in a single package backed by a unique level of product know-how, application experience, and end-to-end support.

CONVERGEONE vSTACK: ALL-IN-ONE SOLUTION

The ConvergeOne vStack solution provides a scalable, cost-effective virtualized platform to support your unified communications and contact center requirements. This enables your business to:

Reduce your data center footprint and the associated cost by eliminating the need for separate servers for each application.

Reduce the risk of a change to the data environment that may impact your mission-critical real-time applications.

Reduce the demand on internal IT engineering staff by purchasing a pre-built solution customized to meet your specific requirements.

Advantages of vStack Architecture

Computing: The vStack leverages purpose-built, enterprise-class server hardware.

Storage: The vStack is designed with two-tiered Software

Defined Storage (SDS): The initial capture of real-time data — such as voice messages and call recording — uses solid-state drives, while long-term storage leverages lower cost, traditional hard drives.

Network: The solution supports a choice of data switches, including Avaya, Cisco, and HP.

Management: A built-in hypervisor provides a consolidated management interface.

Choice of Applications

The vStack supports a wide array of real-time applications from leading manufacturers and providers. This enables ConvergeOne to design a solution that meets your specific business requirements and may include products from:

- > Calabrio
- > Uptivity
- > Microsoft Lync
- > ConvergeOne
- > Virtual Observer
- > Nuance
- > Mutare
- > Oracle
- > And more
- > TASKE
- > Ingate

Unmatched Expertise

ConvergeOne is a member of the VMware Technology Alliance Partner (TAP) program. We work closely with technology leaders to integrate other technology leaders and to integrate the latest hardware, software, and applications into end-to-end solutions.

ConvergeOne has a diverse and deep set of core competencies that uniquely positions us as a leader in the deployment of real-time applications. Our VMware Certified Professional (VCP) network engineers work closely with our experienced, credentialed UC and contact center solutions architects and design specialists to develop the optimal vStack solution to fit your business requirements.

Seamless Implementation

ConvergeOne leverages a proven implementation framework and highly skilled resources to deploy the vStack solution. Our in-house team of resources includes:



Whatever real-time application your business needs, ConvergeOne can assist with reviewing the virtualization requirements to ensure that your vStack is designed to deliver the capabilities and performance you want.

- > Project managers
- > Technicians
- > Application software specialists
- > Convergence VMware/data network engineers

Prior to shipping the product to your site, the vStack is inventoried, built / burned in, and pre-tested in our high-tech Performance Readiness Center® (PRC) utilizing a ConvergeOne proven process. Once on site, ConvergeOne installs the solution and executes another series of vStack tests designed to verify functionality and network integration.

Ongoing Support

As a full-service provider, ConvergeOne offers a complete spectrum of ongoing support, freeing you and your team to focus on your core business needs rather than your communications solution. Through a choice of maintenance plans and professional and managed services, ConvergeOne helps to keep your vStack reliable and performing at its best. For example:

- > With a ConvergeOne maintenance plan, we offer day 2 support and integrated monitoring as an add-on service. This provides visibility into the vStack and its underlying infrastructure, allowing ConvergeOne to isolate any issues — including any server, switch, or software that makes up the solution — and then contact the appropriate vendor and case-manage the issue to resolution.
- > OneVision — part of the ConvergeOne Managed Services portfolio — offers remote monitoring for covered equipment 24x7x365. It provides a real-time view of your supported vStack environment, proactive performance monitoring, and remote event assessment and correlation from our team of highly skilled engineers.

In addition, ConvergeOne support is backed by multiple service centers and our redundant, state-of-the-art Network Operations Centers (NOCs). Utilizing advanced tools and sophisticated processes, they are at work 24x7x365 supporting millions of ports, mailboxes, and devices nationwide.

For more information about the vStack solution, please contact your ConvergeOne representative or call 888 321 6227.

