

IABCN

Business Resiliency and Continuity.
COVID-19 and Beyond

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AGENDA

- > Introductions and Who ConvergeOne is
- > Phases of Adaptation
- > Q&A

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CONVERGEONE AT A GLANCE

Three state-of-the-art redundant Customer Success Centers (CSC) staffed 24x7x365

300+ strategic partnerships with leading vendors resulting in tailored, best-of-breed solutions for customers

2,600+ employees with 1,600+ engineering resources carrying 6,300+ certifications

Recognized as a top IT solutions provider by manufacturers and industry organizations



Founded in 1993 with headquarters in Bloomington, Minnesota

Blue chip, diversified customer base, including 67% of the Fortune 100 and 50% of the Fortune 500

Long-term, deep customer engagement through design, implementation, and ongoing management of solutions and systems

77 locations, worldwide operations

Backed by CVC Capital Partners

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LONG-STANDING CUSTOMER RELATIONSHIPS

Our Customers Are Some of The World's Highest Performing Businesses Representing a Breadth of Industries


14,000+
Total Customers

67%
Fortune 100

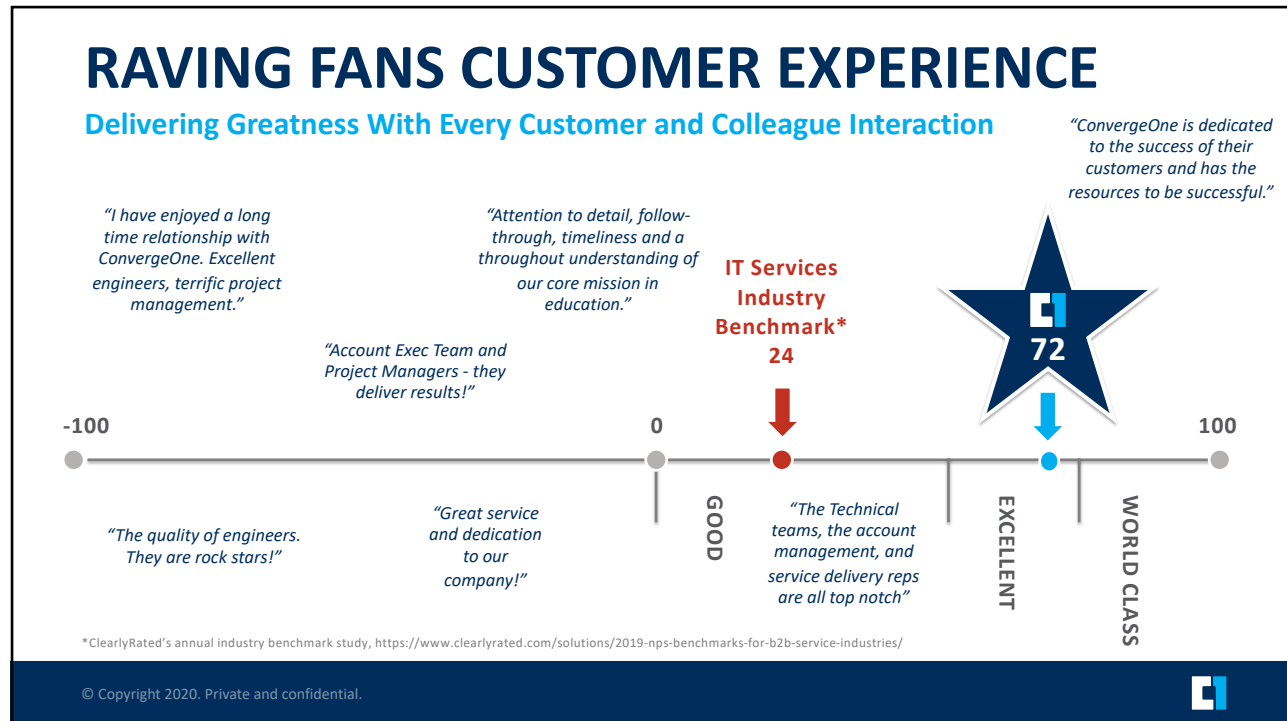
50%
Fortune 500

43%
Fortune 1,000

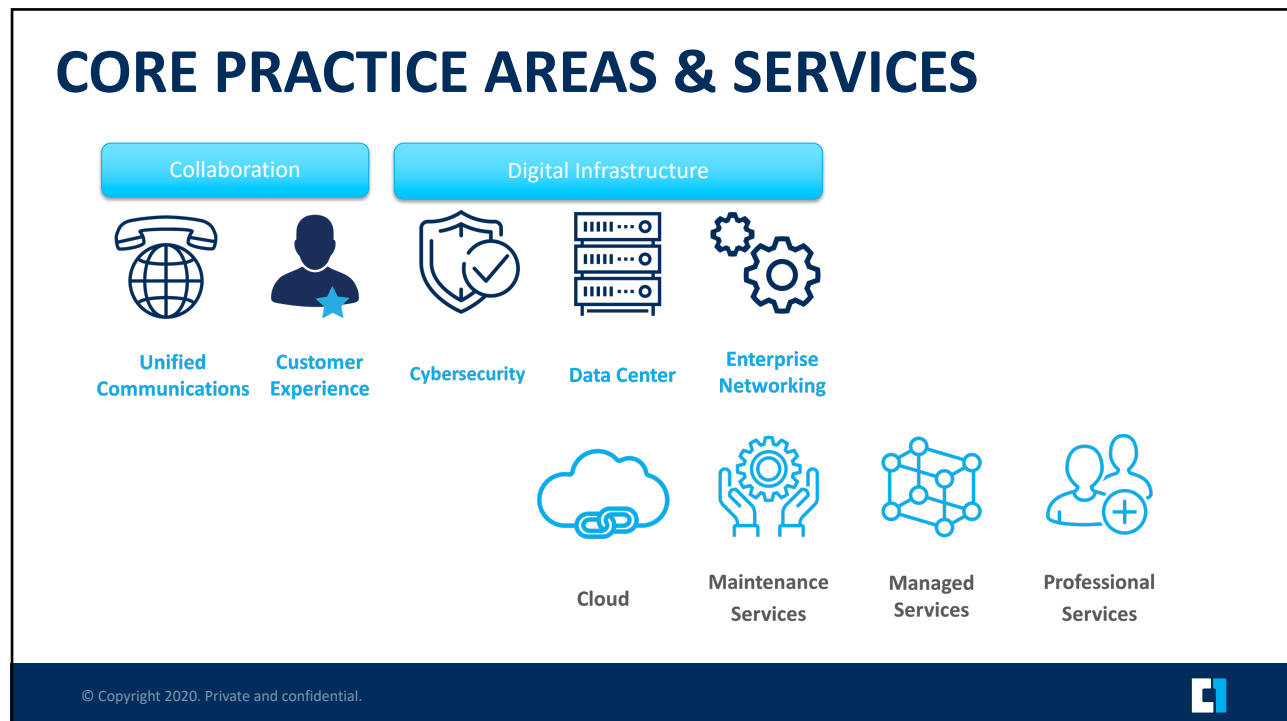
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PHASE 1 “TRIAGE”

> Almost past tense, could fire up again with resurgence or hotspots.

> Types of Response...

- ✓ Get my people home
- ✓ Get my essential services and customer care remote



HOME
IS WHERE MY PEOPLE ARE

Collaboration Platforms
aka Webex/Zoom/Microsoft Teams/Pexip



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PHASE 1 “TRIAGE”

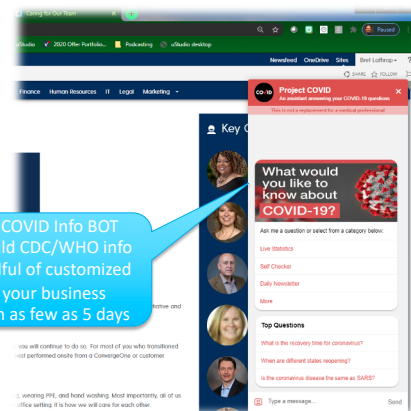
> ...I sure could use some quick help on automation...

Automation with Voice Assistants - Self Service via Interactive Voice Response systems...

- If you already have the system - adding function.
- Or purchasing cloud services with the quick pre-built functionality



Lions, Tigers and BOTS... oh My!



Example: COVID Info BOT with prebuild CDC/WHO info plus a handful of customized FAQs to your business delivered in as few as 5 days

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PHASE 1 "TRIAGE"

WOW, VIDEO CONFERENCING ACTUALLY WORKS PRETTY WELL....NOT SURE ABOUT SECURITY...BUT EVEN MOM AND DAD ARE DOING HAPPY HOUR VIA VIDEO.

Why Video is Important - Over 90% of communications are non-verbal

- > 7% of any message is conveyed through words.
- > 38% of the message is tone, and inflection.
- > 55% of the message is **VISUAL**.
 - body posture
 - hand gestures
 - facial expressions



The best form of human interaction is face-to-face.

Distance and geography barriers can be mitigated through the use of video technology.

* Stats from 1971: Silent Messages - Dr. Albert Mehrabian

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PHASE 2 – ADAPT, EDUCATE, EVOLVE & OPTIMIZE

- > Majority of firms are now in this phase...
 - > So...virtual working was better than I expected?
- Implications...

- ❑ Security mobile/collaboration work strategies
- ❑ How many stay remote?
- ❑ Tools and Access (clean up)
- ❑ Optimization...did I buy a Zoom contract but should I consolidate on Microsoft Teams?

The Next Now
not the New Normal

Team Collaboration

“Work isn’t where you go, its where you are.”

“Meetings are just meetings. I choose how I join.”

Collab allows the organization to adapt

Virtual Teams

60%+

External

- Mobility
- Multi-site locations
- Remote work forces

New Office Concepts

50%+

growth

- Living office/Huddle Spaces
- Touchdown cubes

Multi-Generations

35%

Millennials

- 4 Generations
- Work different
- New tools

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PHASE 2 – ADAPT, EDUCATE, EVOLVE & OPTIMIZE

- > Do I need help with managing this...
- > How do I monitor the effectiveness of the change
- > So how well prepared or flexible am I if another one of these comes around...?



Service Partners will be Important as will new tools to manage our teams remote work productivity.

Connections	Improvements and transformation of how people connect
Engagement	Changes how employees engage and IT Staff with Service Providers
Choices	Allowing people to connect and collaboration how and when they want – while maintaining organizational goals
Productivity	Ability for employee/ teams to work faster and more proficient Engaged employees are 34% more productive
Innovate your workplace	Only constant will be regular and constant adaptation

Through 2022, the conferencing market will be the fastest-growing segment of the overall unified communications (UC) market

By 2024, remote work and changing workforce demographics will impact enterprise meetings so that only 25% will take place in person, down from 60% today.

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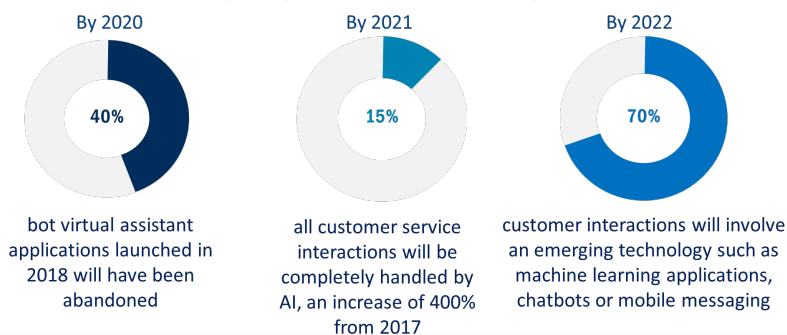


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PHASE 3 – PREPARE & PIVOT

- > A small percentage are starting to already move into this phase where they will THRIVE in the new market
- > Adoption of Digital Channel flexibility platforms

What is changing in the next 3 years



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PHASE 3 – PREPARE & PIVOT

- > Fully embracing Cloud and Hybrid cloud services to help with continuity readiness and scale



Is it all Unicorns and Rainbows...?

- ✓ Flexibility (pay closer to what you use)
- ✓ Speed of Adaption (cut down your cycle time)
- ✓ Backed up and Redundancy by nature
- ✓ If you can get to the internet you can get to a lot of services
- ✗ Less Complex (depends on your perspective)
- ✗ Less Expensive (depends on what you perceive as value)

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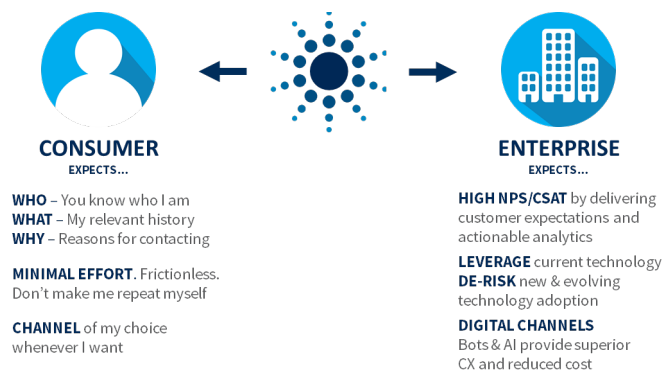
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PHASE 3 – PREPARE & PIVOT

- > Next Now Differentiation

- ✓ Using automation effectively
- ✓ Next gen flexibility and use of tools to communicate quickly
- ✓ Customer Services with way better Context of how and why people need help.

Melds CX Expectations



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IN SUMMARY

...you aren't too late and life is still a changing

- > There are many quick fix options available...
- > There are many ways to turn the vulnerability of the pandemic into longer term flexibility. Ready for new challenges and Next Now
- > There are many ways to turn that flexibility into longer term differentiation and customer satisfaction!

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Q&A

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