



# Customer Support Programs optimize the performance and longevity of mission-critical systems

## Convergint value

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Convergint offers comprehensive support to **maintain system health, prevent downtime, and reduce budget variances**. Services are expedient and performed by **certified specialists** to avoid personnel costs and limit system disruption.

Convergint customizes strategic plans to **protect the system investment** while preventing budget overruns with **100% coverage** for all parts and labor 24/7/365.

## Convergint services

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- ✔ Next business day response
- ✔ Preferred 24/7 hourly service rate
- ✔ Real-time system monitoring
- ✔ Preventative maintenance
- ✔ Dedicated iCare manager

