

A programmatic approach to ensure **consistent delivery** of Convergent services

convergent®

Convergent value

Convergent Program Managers serve as **trusted advisors** that work with customers, colleagues, and partners to **align goals and objectives**. Following Convergent's proven process, Program Managers work strategically to build and maintain a program that supports **the delivery of Convergent services** and ensures overall **operational excellence**.

Program benefits

- ✓ Regular business reviews
- ✓ Single point of coordination
- ✓ Proactive escalation
- ✓ Operational efficiencies
- ✓ Build & maintain playbook
- ✓ Centralized key processes
- ✓ Adherence to standards
- ✓ Tracking & reporting
- ✓ Aligned resources

