ConvergenceGroup

G-Cloud 15

Service Definition Document

Managed LAN & Wi-Fi

Convergence Group

Lot 3 Cloud Support

Table of Contents

Section 1
Introduction

Why Convergence Group?

At Convergence Group (CG), we want to change the world of telecoms and network infrastructure for the better - giving you fast and reliable connectivity in a fairer and more flexible way.

Founded in 2004, Convergence Group has built an enviable reputation as an expert with LAN, WAN, Security and all the vital elements of business networking. With our highly skilled field engineers, established network inventory build process, and UK-based Network Operations Centre, our technological expertise combines to provide you with a complete network solution.

We are a well-capitalised and financially robust business. We have provided connectivity to business locations for 21 years, and we have organically built a network platform to support the successful transportation of an estimated 745,000 business users, across 6,300 fibre and copper connections. This connects over 4,000 buildings throughout the United Kingdom and Ireland.

Convergence Group at a glance:

- Tier 1 carrier grade network with accredited infrastructure (HSCN Compliant)
- UK-based 24/7/365 Network Operations Centre (NOC)
- Highly skilled and experienced field engineers
- Our strategically positioned UK workforce ensures comprehensive coverage and expertise nationwide.
- We can provide a total network solution including WAN, LAN, Wi-Fi, and security
- Range of private, direct connections to cloud providers such as Azure, AWS, Oracle, IBM and Google Cloud Platform
- Our services are underpinned by heightened government-grade security across internet, voice, cloud & private WAN site-to-site inter-connectivity solutions
- Financially strong and stable organisation

Section 2
Managed LAN & Wi-Fi overview

Great connectivity these days isn't just a nice-to-have, it's an absolute essential. You need a network that's always on, high performing and totally secure. But with the scale and complexity of today's systems, it's a huge headache for most organisations to deal with. And who can blame them?

Your team has to manage:

- Wireless access points
- Wireless controllers
- Switches
- Routers
- Firewall platforms

As if that wasn't enough, chances are it's not all nestling in one convenient place. It's probably spread throughout your buildings and offices, maybe even across different locations. And that all needs to be supported, secured and managed 24/7, 365 days a year.

That's where CG comes in…

A Convergence Group managed LAN (Local Area Network) & Wi-Fi service gives your IT team the headspace it needs to concentrate on what really matters. Instead of having to deal with day-to-day network admin, they're free to use their skills on projects that take your business further, not simply keep it running.

By taking care of your network, we'll help you work at peak efficiency. We'll compile accurate asset info and configuration details that mean fewer issues, fewer risks and faster troubleshooting.

Love being in control?

Who doesn't. That's why all our network services come with Tiviti – our very own self-service portal. Tiviti is an industry first and totally unique. It gives your IT team complete real-time visibility and control of your whole network and Wi-Fi infrastructure. Tiviti empowers you to oversee your network quickly and easily from one clear interface.

Supported vendors - Cisco, Meraki, Extreme Networks, Fortinet

By strategically curating a limited vendor list, we ensure that every product we support meets our stringent standards for quality, reliability and customer satisfaction, allowing us to deliver unparalleled value and consistency to our clients.

Section 3
What we deliver

Proactive device monitoring: 24x7/365 monitoring of the network for outages or performance issues.

Access to self-service customer portal, choose when and how you interact with your managed network services:

- Configuration moves, adds & changes.
- Incident management: Identification and remediation of device failures and issues. Documentation of incidents from start to closure.
- Inventory & asset management: Full, always up-to-date inventory of assets covered by your service contract.
- Software patch management.
- Lifecycle management: Ensures regulatory compliance and promotes scalability and flexibility.
- Alerting and notification: Timely alerts about identified issues sent to your team.

24x7/365 Network Operations Centre (NOC): Access to support. Ready whenever you may need us.

Troubleshooting: Remote troubleshooting and issue resolution for common problems.

Regular reports: Quarterly service delivery reports on network health, performance and usage.

Performance optimisation: Quarterly checks to optimise network settings for performance and efficiency.

Scalable, secure and centralised control

Our service isn't just about meeting your current needs; it's about preparing you for the future. Scalable and secure, it offers a complete range of network services via a standardised platform approach to network management. Whether you're managing hundreds or thousands of access points or switches across multiple sites, our service provides centralised control, simplifying even the most complex network infrastructures.

Section 4
Managed service options & SLAs

Managed Service

Our premium LAN service is unique and hassle-free. Simply leave your LAN and Wi-Fi responsibilities, tasks, administration and management in our hands and we'll do the rest. No need to outsource your LAN like you would with a Managed Service Provider (MSP). Our Managed service helps you consolidate, standardise and rationalise your network and configuration. We'll then harness the unique power of Tiviti, our self-serve platform, to help automate your workflow processes and make administration a breeze. It couldn't be easier to have secure, instant, real-time control over all your users.

Monitored Service

This is our minimum recommended service. While it's not our premium offering, the Monitored service still adds a huge amount of value to any business. The big difference between our Monitored Service and our Maintained Service is our 'Hardware and Device Live Monitoring via SNMP traps' feature. Trust us, what it lacks in a catchy name, it more than makes up for in ability. This service module allows our systems to drive integrated APIs to Tiviti – our unique, industry-leading, self-service platform. This gives you complete visibility of your entire network infrastructure. Tiviti gives you one clear interface to help you manage your assets, service and support all in real time.

Maintained Service

This is our entry-level LAN service. The LAN maintained service offers support to ensure the smooth operation of your local area network. When issues arise, our expert technicians are on standby to promptly diagnose and arrange the resolution of faulty hardware issues, minimising downtime and disruption to your business operations.

The following hardware SLAs are offered for LAN & Wi-Fi services across all three tiers:

Service Level	Description
24x7 Rapid Response with On-Site Engineer Device Replacement (4 Hour)	24x7 Remote access to the CG NOC (Network Operations Centre) Engineer & replacement device on-site within 4 hours (post NOC validation**). Relates to Cisco & Extreme devices only.
Business Hours Swift Resolution with On-Site Engineer Device Replacement (4-Hour)*	8am-5pm Remote access to the CG NOC (Network Operations Centre) Technician & replacement device on-site within 4 hours (post NOC validation**) excluding bank holidays. Relates to Cisco & Extreme devices only.
Business Hours Next-Business Day Resolution with On-Site Engineer Device Replacement*	8am-5pm Remote access to the CG NOC (Network Operations Centre) Technician & replacement device on-site by Next Business Day (post NOC validation**) excluding bank holidays. Relates to Cisco & Extreme devices only.

*Where Next Business Day Onsite Services are available, Convergence Group must approve the RMA relating to the defective product by 3pm Monday through Friday in order to send (a field engineer and) the replacement product to your site, by the end of day, the Next Business Day, otherwise Second Business Day service will be provided for RMA's approved after 3pm

**Diagnosis and troubleshooting required to identify the faulty device/part to be replaced must be completed prior to requesting the replacement device/part. The response time interval starts after the NOC validates the customer's request for a replacement device/part.

Value-added services

- Training and workshops: Provide training for customer IT staff on how to engage with Convergence Group support and interact with Tiviti.
- Network design and consultation: Design and optimise network infrastructure. Onsite support, Wi-Fi and network surveys and audits.
- Installation professional services, cabling and project management.

Section 5
Service protocol

For new implementations:

1. **Assessment and planning**: This stage involves assessing the current LAN infrastructure, understanding business requirements, and defining project goals. It may include network audits, interviews with stakeholders, and gathering requirements for scalability, security, and performance.
2. **Design and architecture**: In this stage, network architects and engineers design the LAN solution based on the assessment findings and requirements. This includes designing the network topology, selecting hardware and software components, and planning for redundancy, scalability, and security.
3. **Procurement and installation**: Once the design is finalised, the necessary hardware and software components are procured. Installation involves setting up network devices such as switches and access points according to the design specifications. This stage may also involve configuring VLANs, IP addressing, and other network settings.
4. **Configuration and integration**: Network devices are configured to work together seamlessly as part of the LAN solution. This includes setting up routing protocols, VLANs, Quality of Service (QoS), and security policies. Integration with existing systems and services, such as Active Directory or cloud services, may also be performed.
5. **Testing and optimisation**: The LAN solution undergoes rigorous testing to ensure that it meets performance, reliability, and security requirements. This includes testing for connectivity, bandwidth, latency, and failover capabilities. Any performance bottlenecks or issues are identified and addressed and optimisation techniques are applied to improve overall network performance.
6. **Documentation and training**: Documentation of the LAN solution, including network diagrams and configurations are created. Training on how to engage with CG and the Tiviti self-service platform effectively.
7. **Deployment and Go-Live**: The LAN solution is deployed into production after successful testing, optimisation. This may involve migrating existing network services and data to the new infrastructure, as well as implementing change management processes to minimise disruption during the transition.
8. **Monitoring and management**: Once the LAN solution is live, ongoing monitoring and management are essential to ensure continued performance and compliance with business requirements. This includes proactive monitoring of network health and performance metrics as well as regular maintenance tasks such as software updates and configuration backups.

9. **Support and maintenance**: Finally, the LAN solution requires ongoing support and maintenance to address issues, implement changes, and adapt to evolving business needs.

For existing implementations:

1. **Transition planning**: Assess the current state of the LAN infrastructure, understand the existing service level agreements (SLAs), and plan the transition process. Identify key stakeholders, resources, and timelines for the handover.
2. **Documentation review**: Review existing documentation, including network diagrams, configurations and operational procedures. Ensure that documentation is comprehensive and up-to-date to facilitate smooth management of the LAN solution.
3. **Infrastructure audit**: Conduct a thorough audit of the LAN infrastructure to identify any areas for improvement or optimization. This may include reviewing network performance metrics, security configurations, and compliance with industry best practices.
4. **Onboarding and training**: Onboard the existing IT staff and familiarise them with the managed LAN service. Provide training on how to engage with CG and the Tiviti self-service platform effectively.
5. **Service Level Agreement (SLA) negotiation**: Define required SLAs with the client to establish clear expectations for service delivery, response times, and performance metrics. Ensure that SLAs align with the client's business requirements and priorities.
6. **Configuration management**: Review and update network configurations as needed to optimise performance, security, and compliance with industry standards. Implement change management processes to track and manage configuration changes effectively.
7. **Monitoring and management:** Ongoing monitoring and management are essential to ensure continued performance and compliance with business requirements. This includes proactive monitoring of network health and performance metrics as well as regular maintenance tasks such as software updates and configuration backups.
8. **Support and maintenance:** Finally, the LAN solution requires ongoing support and maintenance to address issues, implement changes, and adapt to evolving business needs.

Section 6
Service benefits

Minimised Downtime:	Our 24/7 monitoring service ensures proactive surveillance of your network, swiftly identifying and addressing potential issues before they escalate. This minimises downtime, keeping your business operations running smoothly and uninterrupted.
Optimised Performance:	Through monitoring and fine-tuning, we optimise the performance of your networking infrastructure. This leads to enhanced network speed, reliability, and overall efficiency, contributing to improved productivity across your organisation.
Cost Savings:	Proactive monitoring allows for the early detection of potential issues, reducing the need for reactive and costly emergency fixes. By addressing issues before they impact operations, our service helps you avoid unexpected expenses and allocate resources more effectively.
Scalability and Future-Readiness:	As your business evolves, so do your networking needs. Our service not only ensures the current health of your network infrastructure but also provides insights and recommendations for scalability. This future-ready approach ensures your network can adapt to changing requirements and technologies.
Enhanced User Experience:	A well-managed network translates to a better user experience for your employees and clients. Improved network performance, reduced latency and consistent connectivity contribute to a positive user experience, boosting overall satisfaction.
Compliance Assurance:	In industries with strict regulatory requirements, our service helps ensure that your network aligns with compliance

standards. This reduces the risk of non-compliance issues, fines, and reputational damage.

Streamlined IT Operations: With our support service handling the continuous management of your network, your internal IT team can focus on strategic initiatives and projects rather than firefighting. This streamlines IT operations and allows your team to contribute more strategically to the organisation.

Peace of Mind: Knowing that your network is under constant watch by our dedicated Network Operations Centre (NOC) provides peace of mind. Whether it's day or night, you can trust that your network is in capable hands, allowing you to focus on your core business activities without worrying about potential disruptions.

Section 7
SLA & service credits

All Service Level Agreements (SLAs) and Service Credits are evaluated and managed, depending on the kind of hardware replacement SLA purchased. The target SLA for incident management is defined in the table below.

Target Performance Service Levels		
Service Desk Opening Hours	24/7/365 inc. Bank holidays	
Service Desk Response - Voice Call	Time taken to answer call	95% calls answered in <30 secs
Abandon Rate	Service Desk Call Abandon Rate	Less than 2%
Service Desk Response – Email	Time taken to reply to email ticket	Incident logged and customer contacted within 1 hour
Auto-ticket Generation	Time taken for monitored ticket generation	Ticket logged within 60 Seconds
Initial Engineering Response	Time taken to assign engineer to incident, start root cause analysis and contact customer	Dependant on SLA
Customer Update	Frequency of incident status updates	P1 – Every 60 minutes P2 – Every 4 hours P3 – N/A
Restoration of service	Time taken for fix or workaround of service	Dependant on hardware SLA

Diagnosis and troubleshooting required to identify the faulty device to be replaced must be completed prior to replacement of that device. The response time interval starts after the NOC validates the device fault.

The formula used to calculate mean time to restore (**MTTR**) service is as follows:

$$\text{Mean Time To Restore} = \frac{\text{Total Downtime}}{\text{Number of incidents}}$$

Time To Fix (TTF) is measured from the time the incident is diagnosed to the time a suitable replacement device is installed on-site. A ticket can be opened at your request, or it could be triggered through automated monitoring and diagnostics.

Service restoration is measured from the time an incident has been diagnosed, minus any **Park Time** (see Park Time summary below).

Park Time

This is a period of time where it is not possible to move forward with the restoration of a service without further contact from the customer. These situations include, but aren't limited to:

- Fault passed back to the customer for testing

- Fault repaired and passed back to customer for verification
- Further diagnostic information required from the customer
- Inability to contact customer to progress resolution
- Lack of access to customer premises (On-site only)
- Waiting on vendor or 3rd party support (escalation only)

Park Time will be excluded from the total incident timeline when calculating SLA performance and any associated Service Credit.

Please note:

Number of incidents are on a rolling month-by-month basis. Underperformance in one calendar month does not necessarily impact the performance of the following month, as long as that performance has been improved.

Service Credits

Service Credits are issued based on a percentage of the monthly charge for the affected hardware device. The percentage paid is equal to 25% of the monthly charge for each month where there is an SLA breach. This is not to exceed 100% in any billing cycle.

Section 8
Service constraints

If your LAN solution was not originally procured and implemented by Convergence Group, an initial network assessment is necessary to ensure the network is appropriate for support and management by our service.

Although this service is offered across various vendors and is tailored for both existing and new network infrastructure, certain services might have constraints depending on the vendor. Any such limitations will be clarified during the network assessment.

To ensure the integrity of your system, we must take full administrative control of your managed LAN assets and network devices. Shared access would compromise the integrity of the standardised configuration, inventory, automation and Tiviti workflow established at onboarding.

Vendor updates are included in the offering, so the product always remains on the latest stable (or golden) firmware release. Any updates are completed outside of regular business hours and customers are notified in advance. Emergency patches and security fixes are also completed out of regular hours where possible.

Please note, this service does not cover support for data cabling infrastructure.

Section 9
Information assurance

Convergence Group is proud to hold both the ISO 27001:2013 and Cyber Essentials accreditations, demonstrating our unwavering commitment to information assurance and cybersecurity. ISO 27001:2013 certification attests to our adherence to international standards for establishing, implementing, maintaining, and continually improving an information security management system (ISMS). This certification validates our robust approach to identifying and managing risks, ensuring the confidentiality, integrity, and availability of sensitive information. Additionally, our attainment of the Cyber Essentials accreditation underscores our dedication to implementing essential cybersecurity measures, safeguarding against common cyber threats and vulnerabilities. These accreditations serve as testament to our proactive stance in safeguarding our data assets and providing assurance to our stakeholders regarding the security and resilience of our information systems.

Section 10
Business Continuity

Business Continuity and Disaster Recovery

Convergence Group has assessed the potential threats that could impact our business operations / services (e.g. fire, theft, flood, pandemic etc.) and that may result in invocation of our Business Continuity and Disaster Recovery procedures; where appropriate, we have pro-actively implemented controls to mitigate these risks (UPS, Network resiliency, remote working capabilities, cloud-based systems, BC testing schedule etc.).

Our Business Continuity Policy (SP14) sets out the key stakeholders that would need to be engaged in a business continuity event and also includes the below disaster recovery checklist that should be followed to ensure a structured and thorough approach is taken:

1. Open a Business Continuity Event Log to document actions taken by the business from this point including any actions taken based on the below.
2. Alert the Business Continuity Stakeholders (e.g. via MS Teams meeting).
3. Identify Information processing facilities impacted along with any disruption caused to key services / activities / resource and any risks of further disruption.
4. Identify any degradation to our information security controls and actions required to remediate.
5. Identify any actions that can be taken to remediate the disruptions already caused and to also mitigate the risks of further disruption that have been identified.
6. Identify whether any additional resource is required (e.g. equipment, software, hardware, people).
7. Determine whether the business needs to switch any/all employees to remote working (e.g. following loss of site)
8. Determine what communications need to be cascaded to the rest of the business and appropriate method of communicating the message.
9. Identify whether any external stakeholders need to be notified/engaged (e.g. customers & suppliers) and appropriate method of communication.
10. Assess last known status of workload and the extent of work lost or outstanding
11. Agree any immediate recovery activities (e.g. back-up recovery*) that need to take place and document these within the Business Continuity Event Log as a Recovery Action Plan.
12. Obtain authorisation from Finance for any business recovery expenditure.
13. Consider shift patterns and overtime requirements.
14. Following successful disaster recovery, close the Business Continuity Event Log and review with Business Continuity Stakeholders to identify any ‘lessons learnt’ for the future.

*Data storage is secured through access controls and is frequently backed-up. Our back-up schedule is owned and manged by our IT Team and the frequency of back-ups is determined by the risk/criticality of the data. Back-ups are automated but our IT team perform regular checks to ensure that these are being carried out as planned, ensuring that back-ups are readily available if needed.

Where necessary, a more detailed plan can be provided upon request.

Section 11
Onboarding / offboarding

At Convergence Group, we appreciate that adopting a manged service represents a step-change for all of our customers. That's why we provide a fully flexible onboarding phase that ensures that you can pivot towards your service set-up at a pace that suits your business - causing minimal disruption to your day-to-day operations.

This onboarding phase covers all the key steps on the road to service activation, including:

- Planning and roadmap
- Assuming management of current vendors
- CMDB building, encompassing critical SNMP data
- Knowledge transfer
- Planned upgrades and network refresh
- Portal and monitoring set-up
- Governance and support plan

We will work with you to establish an effective and timely process for all of these steps, so that your managed service is transitioned in the right way, at the right time.

We also simplify the offboarding process for our services, providing guidance and support as users transition away from CG. Our dedicated Professional Services team works closely with customers to ensure a smooth exit and facilitate the disengagement process.

Section 12
Case study

Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges. The company enables its clients to make the best use of information technology through a combination of high-quality performance services and added-value innovation.

They have been recognised as a global climate and environmental leader on the Carbon Disclosure Project (CDP) Climate Change 'A' List. Over the years, Sopra Steria's corporate responsibility strategy has seen the implementation of ambitious environmental sustainability programmes.

Sopra Steria and the Convergence Group support Harrow Council's leading position as a local authority committed to playing its part in environmental sustainability and the well-being of future generations.

Core to Sopra Steria's strategy is partnering with organisations who score highly on the business environmental sustainability index – Convergence Group (CG) is one of those organisations.

The Challenge

Harrow Council's Cisco based network (LAN) supports the services they deliver to their residents and businesses customers, and via Sopra Steria – CG support and maintain the LAN.

"We started working with the Convergence Group in 2015, when we needed an organisation that excelled in networking and connectivity infrastructure solutions" says Richard Mason, IT Procurement Manager at Sopra Steria. "Our relationship has gone from strength to strength since then, and we now work closely with CG on a number of partner customer contacts."

CG supports all Harrow's LAN switches, routers and components on a 24x7/365 basis. The Network Operations Centre (NOC) has a 4-hour response time with CG engineers attending site wherever needed.

Convergence Group's NOC operates to ITIL (Information Technology Infrastructure Library) principles – a detailed set of service management practices that align with the needs of the customer. The NOC maintains incident response and resolution metrics and provides regular communication updates, to support SLA management.

On-going partnership

Having built up a trusted relationship over a number of years, CG's Professional Services team are helping Harrow plan and prepare for a new Wi-Fi network across their core sites.

CG technicians have undertaken Wireless surveys and examined floor plans to design and optimise a wireless infrastructure for Harrow's estate.

"It's essential to design a future proofed network capable of scaling to meet the on-going needs of the organisation" says Neil Hoare, Head of Engineering at Convergence Group, "network latency must be kept to an absolute minimum as real time information systems are increasingly important in the public sector".

Section 13
Social value

Convergence Group understand the significance of Social Value and the profound impact that advancing the 5 social value themes can have on society as a whole. That's why we've integrated several initiatives and actions aligned with the central government's objectives outlined in the Social Value Model. While some of these efforts may not be directly tied to specific contracts, they serve as a testament to our commitment to the Social Value Model. Partnering with CG means collaborating with an organisation dedicated to championing this agenda and actively working to drive positive change.

The Social Value Model: Theme 1 - Covid-19 recovery

- Run our 'CG Academy'; an entry-level intake programme which provides an opportunity to those who are perhaps out of work or have little experience.
    - All training is provided across a 12-week programme and successful candidates are taken on full-time
- All employees are empowered to take ownership of their personal development and can create a Personal Development Plan (PDP) to help us understand their career aspirations and agree steps/objectives to help them achieve this as well as any additional training or support that is required.
- Employees have access to various learning management systems and resources to help further their personal development and learning:
    - Go1 Learning Management System, CBT Nuggets & INE

The Social Value Model: Theme 2 - Tackling economic inequality

- We have worked with local charity Birmingham Pathfinder to understand how we can support and give back to our community, specifically the children and families whom they partner with. This support includes:
    - Providing resource (donating equipment, mobiles/laptops) to the charity to support them to do their job.
    - Donating unwanted furniture which was used to furnish their support centre but also donated to families in need.
    - Food bank collections, including gifts over festive periods.
- We have more recently partnered with a local secondary school which provides placements to students for whom mainstream education is simply not working (for a range of reasons), to run an 'apprentice' style programme.

  - Applicants gain interview experience as part of our intake process.
  - Each applicant is asked to create a business proposal which could win £5k investment at the end of the programme.
  - The programme shall run over the course of 8 weeks and each student gets 1:1 mentoring/support from one of our employees.
- Across this programme they shall engage in various team building exercises to help improve and develop their skillsets ready for the world of work.

The Social Value Model: Theme 3 - Fighting climate change

- ISO14001 Certified since 2017, we are continually working to minimise the environmental impacts of our organisation's activities.
- ISO9001 Certified to drive conforming products and services and prevents duplicate emissions as a result of failing to get things 'right first time'.
- Home based engineers across the UK to minimise travel required to customer sites and reduce emissions.
- Strategically placed stores/spares to ensure SLA's are met and again minimise travel required to fulfil contractual obligations.
- Established Carbon Reduction Plan and associated NetZero objective available via our website.

The Social Value Model: Theme 4 Equal opportunity

- We are an equal opportunities employer with an established Equal Opportunities Policy.
- We are a Living Wage Employer which shows that we pay all our employees the 'Real Living Wage'.
- Well established learning and development processes, including transparent Skills Matrices that are regularly reviewed and can help identify opportunities to upskill.
- Compliance with Modern Slavery Act 2015, our statement is available via our website and relevant employee training/awareness undertaken.
- Established Whistleblowing Policy.

The Social Value Model: Theme 5 - Wellbeing

- ISO45001 Certified to promote employee health, safety and wellbeing.
- Employee NPS undertaken to gain direct feedback from our employees and understand what actions we can take to improve the workplace environment and promote positive wellbeing.
- Qualified Mental Health First Aider
- Employee benefits include Private Medical insurance and 24/7 access to an Employee Assistance Programme.

In addition to the above we are looking to formalise our Social Value Policy and associated objectives to further promote the Social Value Model and provide a framework for monitoring/measuring our success toward achieving this.

Section 14
Contact information

We are committed to providing exceptional service and ensuring your satisfaction. Should you have any questions, concerns, or require further assistance, please do not hesitate to contact us. Our customer support team is available 9:00am – 5:30pm, Mon-Fri on 0845 270 2709 or email us at gcloud@convergencegroup.co.uk, and we will be more than happy to assist you. Thank you for considering Convergence Group for your service needs.