

ConvergeOne Achieves World Class Net Promoter Score for Third Consecutive Year

BLOOMINGTON, Minn., Jan. 5, 2021 /PRNewswire/ -- ConvergeOne, a leading services-led technology provider of cloud, collaboration and digital infrastructure solutions, today announced that its 2020 Corporate Net Promoter Score (NPS) is 71. This marks the third year in a row that ConvergeOne's score has achieved the "World Class" NPS category, which is reserved for only the most customer-centric companies.

In the IT service industry, the average NPS—as reported by ClearlyRated®—is 38, which means that ConvergeOne's score of 71 is almost double the industry average. This NPS is a testament to ConvergeOne's ability to provide customers with the highest level of customer satisfaction, responsiveness, and expertise in the areas of cloud, collaboration, customer experience, and digital infrastructure. ConvergeOne's expansive portfolio of solutions and services is tailored to the specific needs of each customer through the proprietary WAVES consulting methodology that proactively anticipates what is next for customers.

"Maintaining a spot in the 'Word Class' category, in a year wrought by the business challenges of a global pandemic, speaks to the extreme dedication and talent of our team," said John A. McKenna Jr., Chairman and CEO, ConvergeOne. "I am very proud that our industry-leading customer service withstood the tests of 2020, and of the team that developed creative technology solutions and offered innovative support to help our customers overcome challenges and meet their business objectives. At ConvergeOne, we believe in connecting our customers with their purpose. Never was that more important than it was this year."

Net Promoter Score (NPS) is a global standard for determining customer loyalty and satisfaction by asking one simple question: "On a scale from 0-10, how likely are you to recommend a company to a friend or colleague?" It is calculated by subtracting the percentage of detractors (those who respond with a 6 or below) from the percentage of promoters (those who respond with a 9 or 10).

About ConvergeOne

ConvergeOne is a proven, services led, technology solution provider that partners with our customers to develop progressive solutions that connect people with purpose. Over 13,000 enterprise and mid-market customers trust ConvergeOne with cloud, collaboration, enterprise networking, data center and cybersecurity solutions to achieve business outcomes. Our investments in cloud infrastructure and professional and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies. Our 2020 NPS of 71, placing us in the World Class category for the third consecutive year, is a testament to our ability to provide customers with the highest level of customer satisfaction, responsiveness and expertise. ConvergeOne has partnerships with more than 300 global industry leaders, including Avaya, Cisco, IBM, Genesys, and Microsoft to customize specific business outcomes. We deliver solutions with a full lifecycle approach including strategy, design and implementation with professional, managed and support services. ConvergeOne holds more than 5,300 technical certifications across hundreds of engineers throughout North America, including three Customer Success Centers. More information is available at convergeone.com.

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