# convergint® | program management

## Governance for complex, multisite engagements

Global and enterprise accounts require consistent delivery to ensure the safety and security of all facilities. Convergint leverages a programmatic approach for implementing scalable, sustainable solutions. Program governance facilitates successful standardization for complex, multisite engagements.

### 1

**Convergint delivers** on-time and on-budget, across all projects and services.

**How we do it:**
- Purpose-built processes
- Comprehensive portfolio of solutions
- Globally distributed resources
- Customer-focused culture

### 2

**Convergint ensures** that customer objectives are met. We deliver results.

**How we do it:**
- Playbooks for alignment
- Coordinated delivery resources
- Meticulous project scheduling
- Preventative maintenance and break-fix service
- Successful solution deployment

**Outcome based delivery**

**through digitally enabled colleagues that care**

### 3

**Convergint prioritizes** customer success via visibility, workflow management and communication.

**How we do it:**
- Global design and support
- iCare, iTrac and iControls
- Regular reporting and strategic reviews
- Ongoing communications and feedback

### 4

**Convergint implements** program governance for consistent delivery.

**How we do it:**
- Investment in customer relationships
- Accountability for all colleagues
- Proactive escalation protocols
- Roadblock removal
- Continuous improvement

Convergint **program management** regulates the complexity of multi-site execution by providing a **single point of coordination** backed by **proven processes** and **purpose built iSuite tools**. This in turn supports efficiencies for customer operations.

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