



Converging Tomorrow Today



Faster, higher, stronger - gold medal-worthy connectivity

Welcome to our Spring newsletter.

As social creatures, we humans thrive on interconnection and information-sharing with one another.

Witness the London Olympics. So much communication and sharing of information was there that the 2012 Games were quickly dubbed the 'Socialympics'.

The Opening Ceremony alone generated almost three million 'tweets' on the social networking platform Twitter, as [this infographic from digital media news service Mashable](#) shows.

The point we're trying to make is this: **connection and interaction have never been more critical and the same applies to all manner of business and commerce.**

Which is where we step in. At Convergence, our total focus is in making sure you and your business stay connected. Connected to your employees, your suppliers, your partners and, most importantly, your customers.

What's more, we also work to ensure your business continuity with a range of high-speed options and back-up solutions, leaving you free to focus on building a successful business without worrying about the back-end systems and set-up.

We like to think it's a bit like an elite performance athlete and a dedicated coaching and support team holding it all together

Resilient Services

In this dynamic and ever-demanding business environment, businesses need to have 100% uptime availability.

Depending on the nature of your business, Convergence can supply entry level 3G or higher speed options like ADSL, SHDSL, Wireless or EFM backup solutions.

If your business and team members require an always on service to operate at 100% then a suitable backup service is highly recommended.

Go Karting King



Of course, the
Convergence team likes

behind the scenes.

Convergence completes major system upgrade

Convergence have completed the first of two major upgrades on our voice over Internet Protocol (VoIP) network as part of a major infrastructure and customer experience improvement process.

The Porta One voice upgrade involved the first major software update in three years on brand new hardware and followed many months of planning.

To ensure the software upgrade and transition to the new hardware were seamless, our engineers ran parallel systems for testing and simple roll-back if required but the existing system was successfully migrated over to the new platform on August 24th.

Porta One is a converged wholesale billing software system that enables us to offer our customers multiple telecommunication and internet telephony services with a single software platform.

The upgrade included the installation of several new top-of-the-range Dell servers, which expands our capacity to manage an increased volume of calls, and is the start of a number of planned future improvements to our voice network.



(Photo: Trak.in)

"This represents a big stepping stone to the final upgrade which will happen early November onto new hardware," Convergence Director Brian Michaels explains.

"The planned November upgrade will set us up with a range of new features, the ability to operate out of multiple data centres for resiliency and give us the capability to process many more calls."

Our investment provides a major point of difference that

to get out of the office every now and then and in keeping with the recent Olympics theme, we thought we'd hit the go-karting track.

Zooming around the track reminded us of the need for speed and performance - especially when it comes to keeping your business communications speeding along.

New Services:

Hosted Email (with full, global address book, calendaring, Web Interface and Outlook integration)

Hosted Firewall's

New Hosting Rack Facilities

Cloud PBX

See our new range of Yealink IP Handsets.



Yealink - T-28

sets Convergence apart from other VoIP providers and keeps our products and solutions unique. Moreover, it underscores our commitment to our customers to provide the very best in holistic, hosted communication solutions.

We would also like to invite all our customers to share any feedback about your service, or any issues you have experienced during or since the upgrade, by filling out the contact form on our website www.comvergence.com.au or emailing support@comvergence.com.au.



Video conferencing (Photo: Batipi.com)

Video conferencing experts transition to new converged VoIP & data system

Convergence have recently delivered a unified communications system to video conferencing equipment distributor Transition Systems Australia.

Regular outages of the company's old ISDN phone lines and internet, sometimes lasting half a day or more, prompted Transition to review their existing telco systems provider.

As well as needing reliable, stable phone, email and internet services, Transition also needed a stable communication platform for regularly using and testing their video conferencing equipment.

"Being a technology communications company, communications are obviously vital. We needed to have a reliable network for product demonstration purposes plus we use video conferencing ourselves between our Melbourne and Sydney sites," said Transition's National Services Manager Joe Bader.



?Yealink - T32

Troubleshooting Tips:

ADSL Issues:

- Check for dial-tone
- Check status of modem for synch status (CD light).
- Reboot modem

NB: "Do Not Hold Down Reset or insert any pens or all settings will be lost"

Support Enquiries:

When calling or emailing our support team please supply your account number and company name.

A support ticket number will be provided on completion of your phone call or email lodged.

Comvergence devised an integrated solution that included porting Transition's existing numbers from ISDN to a managed VoIP network, plus 10Mbps back-up, with future plans to move all remaining phone lines over to VoIP.

Find out how Comvergence can keep you connected. Call us today on 1300 550 125.
You can also contact us by email at: sales@comvergence.com.au
Comvergence: <http://www.comvergence.com.au>

Refer a Friend & Save \$\$\$

Refer a friend or business colleague for a Comvergence High Speed 10Mbps or 20Mbps Internet service and we'll knock \$500 off your next bill.

It's that simple. Standard terms & conditions apply.
But don't delay: this offer is for a limited time only.

Offer Expires: <30 November 2012>