



Managed Services

In today's economic climate, businesses are seeking new ways to achieve efficiency through flexible and responsive approaches. Converga commenced operations in 1994 when our first client required an outsourced partner who could deliver an innovative approach to mailroom management.

From that day on Converga has offered a variety of Managed Services that allow client businesses across all industries to convert complex and costly non-core functions into dynamic and cost effective processes through outsourcing.

Through effective transfer of knowledge these business functions become scalable, adaptive and efficient. Additionally the nature of our partnership enables costs to be linked directly to outcomes.

Converga's Managed Services are based around a simple principle;

Your non-core office services and support functions are our core business.

Converga's employees are recruited based on their passion and aptitude for delivering client centric results. Our team has an abundance of experience designing and implementing solutions that are tailored to meet your existing process outcomes and quality expectations.

All of Converga's solutions are optimised through a combination of best in class;

- People
- Processes
- Technology

MANAGED SERVICES

Our Solutions

Corporate Service Centre

Executive Hospitality

Records Management

Supply Chain Management

Our focus on innovation, sustainability and lean-business practices means our clients enjoy greater efficiency and improved financial outcomes. Our solutions are proven and documented, delivering on-going cost savings, increased service levels and productivity, reduced carbon emissions and an on-going strategic advantage for our clients.

Converga's Managed Services solutions covers:

- Corporate Service Centre
- Executive Hospitality
- Records Management
- Supply Chain Management

Our Solutions

Our focus on innovation, sustainability and lean-business practices means clients enjoy greater efficiency and improved financial performance.

Corporate Service Centre

Converga's Corporate Service Centre solutions ensures that your back office functions such as the mailroom or printroom are operating at an optimal level without compromising quality. As our core business function we combine devoted team members with state-of-the-art technology and specialist management to deliver this solution. Our solution ensures that service delivery is always protected while optimising your process is guaranteed.

Converga can offer a number of Corporate Service Centre products including:

- Mailroom and Courier Services
- Reprographics / Printroom
- Activity Based Workplace Programs
- Front of House Services
- Exception Management

Executive Hospitality ★★★★★

Superior service, as a standard.

Prospective clients, business partners, visiting executives and every other stakeholder of your business will generate a first impression the moment they enter your premises.

This impression is a key component in the development and maintenance of a first-class brand image. Our dedicated Executive Hospitality teams ensure your business is represented with immaculate employees and uncompromised service delivery - *every* time.

Converga's Executive Hospitality products include:

- Executive Concierge Services
- Corporate Receptionist Services
- Meeting Room Management
- Hospitality Management
- Switchboard Services



Records Management

Converga provides a number of Records Management solutions that help businesses take control of their records. Our expertise is utilised by a mixture of Australia's largest public service and private sector organisations. We help these organisations make sense of the nature of their files and their legal requirements for retention (record sentencing).

Converga's Records Management products include:

- On-site Records
- Electronic Records
- Sentencing and Destruction
- Scanning and Imaging
- Consultancy and Training

Supply Chain Management

Supply chain outsourcing provides procurement of suitable products through optimised supply and distribution channels. Converga's approach has assisted many companies to achieve flexible, lean and dynamic processes in corporate procurement - an efficient supply chain will deliver a time and cost reduction across job management, supplier management, consumption reporting and cost centre reconciliation.

Our ability to procure and manage your supply chain is complimented through the development of a number of innovative management tools.

Converga's Supply Chain Management products include:

- Consumables Management
- Courier and Freight Aggregation
- Supply Chain Consultancy
- Business Intelligence
- Online Fulfilment



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