

# With Change Comes Opportunity: Mitel, RingCentral, and Converged Technology Professionals

RingCentral's partnership with Mitel presents unique opportunities for all involved. Customers get a clear and seamless path to the cloud, while partners now have more options than ever in offering future-proof business communications. In this conversation with Converged Technology Professionals, we explore what this has meant for customers and partners alike.

*RingCentral:*

**What do you want customers to know about Converged Technology Professionals? What is your core strategy and why should customers choose you for their IT needs?**

"We are world class experts at designing, procuring, installing and supporting UCaaS and CCaaS projects. We're fanatical about protecting our customers' experience with the providers we partner with. Utilizing our process, there's no question that a customer will be satisfied with their experience in moving to the cloud."

—Joe Rittenhouse,  
President of Business Development

"Getting to the cloud is not always easy—change can be a difficult barrier. Choosing the right tools is half the battle. The rest lies in making sure you meet your objectives and your new solution goes in with little to no turbulence. Companies partner with us because we nail the training and the details along the way."

—Chris Frey,  
VP of Cloud & Contact Center

*RingCentral:*

**What was the process like of migrating your customer(s) from Mitel's on-premise solution to the cloud with RingCentral?**

"With many of our customers, this may be the second or third phone system we've designed and implemented for them, so they expect an exceptionally high level of expertise—ideas that will go above and beyond what they are doing today to improve their communications with their customers and employees. By following our process, I believe that we have been successful in all of our projects, big to small, in migrating customers from Mitel to RingCentral. We've been able to show many improvements in features and reliability, not to mention cost savings."

—Mark Johnson,  
Senior Account Executive

"As a former Mitel Platinum Partner, we've always built deep relationships with our customers and took the time to understand how they adopt and use their technologies. Once they were



## Company profile

As a RingCentral Premier Partner, Converged Technology Professionals is dedicated to providing quality service and support for businesses looking to improve their business communications strategies and infrastructure including voice, collaboration, contact centers and networking and security solutions.

## Website

[voipswami.com](http://voipswami.com)

## Headquarters

Crystal Lake, IL

**"Now that RingCentral has become the market leader, their partnership with Mitel offers a direct line for customers to continue to experience the high level of support and R&D our clients demand. It's a huge opportunity, especially for our MiCloud Connect customers."**

## Chris Frey

VP of Cloud & Contact Center



ready to move to the cloud, we had a distinct advantage in understanding what their specific needs were and how RingCentral MVP could be implemented to revolutionize their communications, while also feeling familiar. For our team, the migration process is silky smooth, but that's only because of our long-term relationships with our clients and our superior understanding of Mitel."

—Scott Dressel,  
Senior Account Executive

*RingCentral:*

**Can you describe what the Mitel partnership means for you as a RingCentral partner? What level of opportunity does it present?**

"Because we've supported Mitel for over a decade, Converged has mastered what it means to help Mitel customers. We grew our business through word of mouth, based on the quality we strive for. Now that RingCentral has become the market leader, their partnership with Mitel offers a direct line for customers to continue to experience the high level of support and R&D our clients demand.

It's a huge opportunity, especially for MiCloud Connect customers and those who own 69xx-series phones."

—Chris Frey,  
VP of Cloud & Contact Center

*RingCentral:*

**Which RingCentral resources and support tools are most helpful to you in getting deals closed? What role do our people play in your success?**

"There's really too many to name, but the RingCentral Channel Team is extremely helpful. We can also always count on Tim Newman, our Senior Regional Partner Manager at RingCentral, to track down information for us and advocate on our behalf."

—Scott Dressel,  
Senior Account Executive

"For me, it's technical and sales. RingCentral understands the level of professionalism our customers require. The availability to schedule demos and move fast with high-level technical resources is important to our success,

especially Sales Engineers. If they form a relationship with the prospect, the odds are good that we'll win the deal."

—Mark Johnson,  
Senior Account Executive

*RingCentral:*

**What is your favorite part about working with RingCentral and our Channel Harmony model?**

"Converged and RingCentral communicate so well and hold the values of what makes our teams successful. There is a high level of respect and trust throughout the orgs.

We are very big on honesty, loyalty, and taking care of our customers. Channel Harmony allows us to experience that with RingCentral, as a natural extension of everything we value. We enjoy the open communication and collaborating throughout our projects together.

It's fair, not monolithic. It's built for all—the client, the partner, and the RingCentral team."

—Joe Rittenhouse,  
President of Business Development

Click on the links below to see examples of Converged customers that have made the switch from Mitel to RingCentral :

[Echo Incorporated](#)

[First Federal Savings Bank](#)

[Full Compass](#)