

## e-vergent's Corporate Overview

- Who We Are:** **e-vergent is locally-owned and operated.** We're a thriving MSP/ISP that serves business and enterprise customers of all sizes. If you value **100% uptime or availability** you need to implement our **diverse, carrier grade network backed by SLA's**. What's more, our installation process is very quick. e-vergent's out-of-the-box thinking allows us to embrace unique communication challenges and customize solutions necessary to succeed.
- Customer Support** e-vergent focuses on the customer experience at a high level. When contacting our support team you'll get:
- A **live person** who strives for **one call resolution**.
  - Knowledgeable, experienced support staff **empowered with the proper tools** for your situational needs.
  - Friendly field technicians providing **quick and easy installation**. They'll perform a series of checks and certify that all your services are operating correctly before they leave.
- Track Record Of Success:** In **1995** Mike and his son Joe Falaschi founded Wisconsin Internet, a dial-up internet service in Racine, WI. In **2001**, we evolved into e-vergent and have since offered impressive **fixed wireless, fiber** and **voice** products to provide affordable and dependable technology options to the communities we serve.
- How We're Different:** Traditional ISPs use bandwidth control tools that limit your use of specific applications (ie: streaming video or video conferencing). We increase speed by ensuring no such arbitrary limits are put on your connection. **You have control over your internet usage. We're also passionate about your Quality of Experience (QoE)**, which sets us apart from big corporate providers.
- We Don't Depend On Third Party Vendors:** e-vergent's **wholly-owned, award-winning network** is powered by our fiber rich backbone, reliable data center connectivity and private network interconnects to major content sources. Through **peering partnerships** in our data centers we've established connectivity to multiple cloud platforms, major streaming services and content providers like Azure, AWS and many others.