



# Continuant Managed Services: Cisco Collaboration and Enterprise Networks



# Continuant Managed Services: Cisco-Certified Partner



Managed Collaboration

Managed Networks

Enterprise Cloud

## Benefits of a Trusted Managed Services Provider

Many companies spend a large percentage of their IT budget—often as high as 80 percent—on maintaining current technologies. As a result, in-house IT staff spends most of its time simply “keeping the lights on.” Sound familiar?

Outsourcing day-to-day IT functions to a trusted managed services company allows you to focus on your core business and mission-critical issues and opportunities facing your enterprise.

## There are many benefits to working with Continuant Managed Services (CMS):

- Your in-house team can focus on your core business and on innovation.
- You can significantly reduce the hours it takes to diagnose a problem.
- You will have ready access to a dedicated external team that can diagnose and resolve incidents before they disrupt your business.

## Why Choose Continuant?

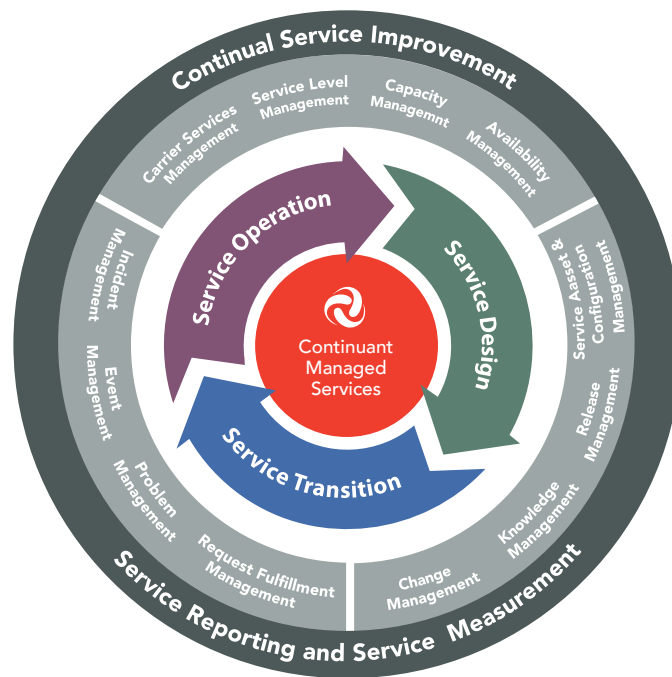
While many companies offer managed services, few can match Continuant’s experience and expertise in working with Cisco products. Not only is Continuant a trusted Cisco partner; we also employ highly experienced teams and individuals who have earned advanced certifications in Cisco’s Collaboration, Enterprise Networks, Security, and Video.

Our engineering teams possess the experience and knowledge to manage multiple Cisco technologies, and most have earned the highest level of technical certification: Cisco CCIE.

In addition, our customers benefit from Continuant’s two decades’ worth of experience in “going the extra mile” to ensure that the experience of working with our team is second to none. In fact, we have a whole Customer Experience team whose mission it is to offer our customers the highest level of customer care available today.

## We offer:

- Industry-leading restore times
- Proactive incident management and resolution
- End-to-end support



The Continuous Improvement Process (CIP) is an integral part of Continuant's Managed Services.

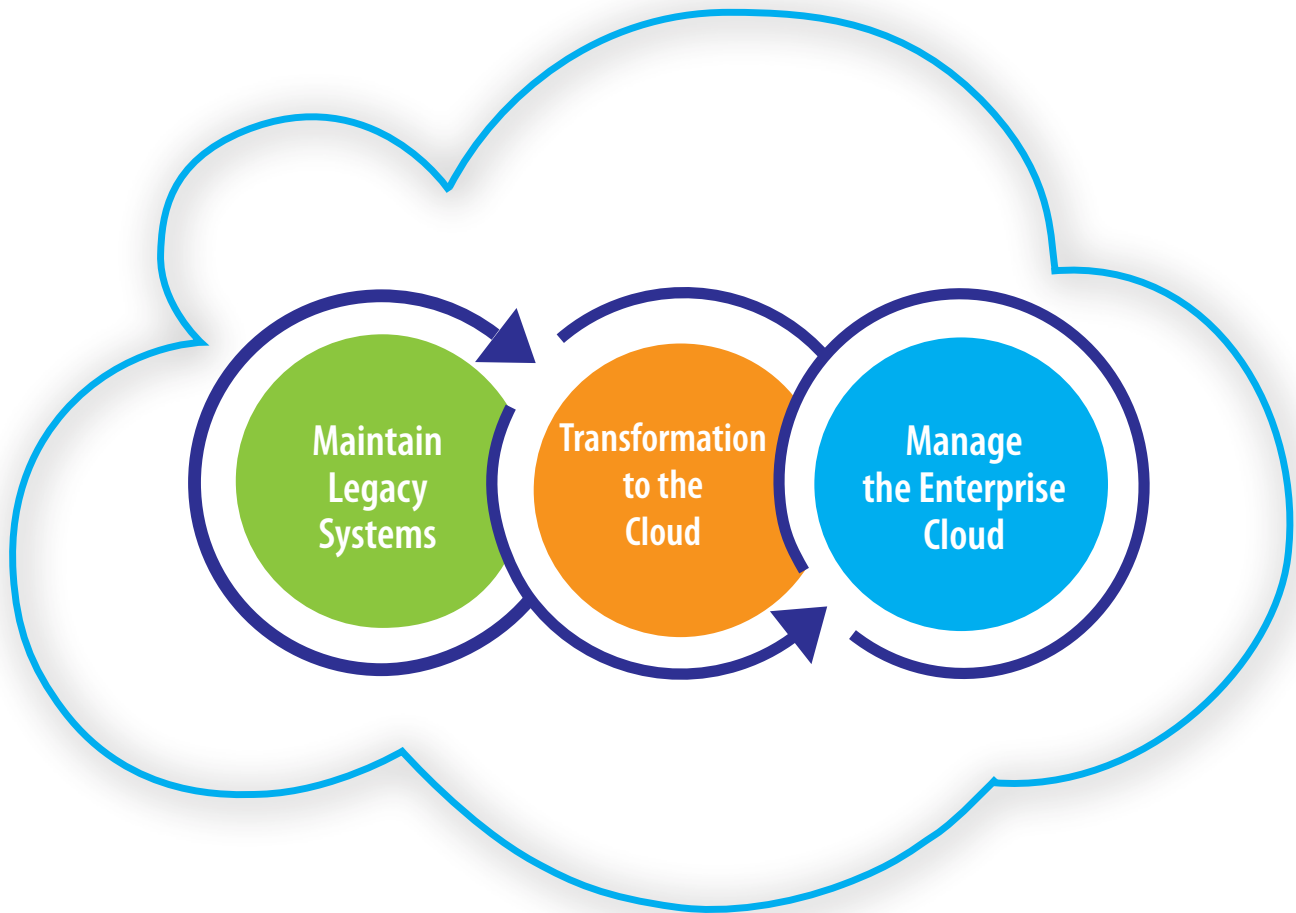
The benefit of CIP is that it leads to incremental improvements that identify, reduce, and eliminate service-impacting processes. As a result, customers experience reduced mean-time to resolution and increased time between failures, ultimately producing a consistently improved user experience.

Continuant has built the right mix of people, tools, and processes to deliver value to our customers. We deploy ITIL-aligned methodologies and processes throughout our entire Managed Services portfolio for customers across all geographies and voice systems—from legacy PBX systems to new Cisco Collaboration and Enterprise Network solutions. As your single point of contact, we work with our network of global partners to provide rapid parts replacement and on-site field technician response. Whether you are a domestic corporation or a multi-national enterprise, our team can deliver global maintenance, support, and managed services worldwide. Today, we work with customer systems in more than 100 countries, and our footprint is constantly expanding.

## Cisco-Continuant Collaboration: Our Role

As an experienced Cisco Partner and Managed Services Provider (MSP), we focus on optimizing the operation of our customers' Cisco Collaboration and Enterprise Network infrastructure. We implement and deliver the Cisco solution, then manage the systems to ensure that the features of Cisco Collaboration—voice, video, conferencing, messaging, and presence—run smoothly and are optimized for efficiency over the Cisco Enterprise Network. Our managed services customers benefit from our expertise in, and focus on, making continuous improvements to their solution and operations.

# Continuant Managed Services



When you are ready, Continuant will help you design, deliver, and manage an enterprise-class cloud solution built on Cisco technology and globally connected via QoS-enabled LAN/WAN in 40+ data centers.

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*The biggest advantage to Continuant is their responsiveness. They are an extension of our help desk and team and their processes are integrated with us to provide world-class support.*

Tom Seigler  
IT Operations Manager, Multiquip  
a division of ITOCHU CORPORATION

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# Continuant's Dedicated Cisco Collaboration Cloud: Benefits

**Dedicated to each customer.** Enjoy the features, robustness, and interoperability of the latest Cisco Collaboration suite for on-premise, but through a cloud delivery model.

**Scale more easily.** Quickly ramp up or down for seasonal business peaks or acquisitions to help ensure a consistent customer experience and flexible cost structure.

**Meet face to face.** Video messaging and conferencing allows you to stay in the office, reducing travel costs.

**Enjoy the latest features.** Continuant manages to the latest Collaboration releases, allowing you to easily add chat, social channels, video, and more, to match your customer's preferences.

**Integrate enterprise applications.** Choose integrations to existing applications, such as Sales force or Microsoft Dynamics.

**Flexible deployment.** Evaluate the benefits of accounting for investments as an operational expense or capital expense. Available consumption models include lease, rental, and purchase options for the full line of Cisco endpoints.

**Enhanced productivity.** Realize a competitive advantage by using the latest features and releases from Cisco, with an additional risk management service to ensure that you are in compliance and that the features and releases are a good business fit for you.

**Predictable cost of ownership.** By being able to predict your monthly operating costs—which include fully managed collaboration components—you can refocus your technical staff to other strategic initiatives.





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