



# Transforming Government Communications

Managed Services Provider Specializing in Cloud, Voice Systems, and UC Maintenance and Support.

**Email:** info@continuant.com

**URL:** continuant.com

### Socio-economic certifications:

Service Disabled Veteran Owned Small Business

**Founded:** 1996

**DUNS:** 079260028

**CAGE:** 75QC4

### NAICS Codes:

334111 517911 541611  
334210 517919 541618  
334310 541330 541990  
517110 541313 561499  
517210 541519 811213

### Services:

- US-Based Global Service Desk – ITIL aligned 24/7 Support
- PBX Voice Maintenance and Support
- Unified Communications Managed Services
- Enterprise Cloud (UCaaS)

### Systems Supported:

- Avaya
- Nortel
- Siemens/Unify
- Cisco
- Microsoft
- Toshiba
- NEC

### Partners:

- AT&T
- AVST
- CBTS
- CENTRICS IT
- Cisco
- CSC
- Integration Partners
- Microsoft
- Ribbon Communications
- SAIC
- Tata Communications

### What We Do

For more than two decades, Continuant has been focused on delivering exceptional service to the enterprise. In addition to providing maintenance and support for existing systems, we manage complex unified communications infrastructures, collaborate with businesses to develop a strategic roadmap to a unified communications solution, and offer unparalleled AV Solutions—including Design, Installation, and Day 2 support.

In addition to helping companies maximize their existing voice system investment, we develop innovative and collaborative solutions for migrating to the cloud—at a pace that makes sense for the customer.

### Who We Help

We offer new solutions that benefit both the large and mid-sized enterprise as well as major non-profit organizations, government institutions, and K-12 schools, colleges and universities. Our custom, needs-based solutions help transform the way organizations stay connected to their key markets.

### Key Differentiators:

**Net Promoter Score (NPS) of 87:** Continuant ranks among the best-in-class of global companies and service leaders.

**OEM Independent:** Continuant focuses on your needs regardless of system type.

**Industry Leading SLA:** Maximum uptime is our focus with guaranteed times to restore.

**Single Point of Contact:** A dedicated Customer Relationship Manager works for you around the clock.

### Core Competencies

- AV Solutions
- Strategy & Design Services
- UC and AV Managed Services
- UCaaS (Cloud Services)
- Voice System Maintenance & Support

### Past Performance:

#### Federal:

**Name of Client:**  
NASA Johnson Space Center

**Length of Contract:**  
3 years

**Size of Project:**  
\$196,299 total

**Scope of Work:**  
24x7x365 hardware and software support for mission-critical phone and voicemail systems. Continuant includes guaranteed resolution on priority 1 incidents within 4 hours.

#### State / Local:

**Name of Client:**  
State of Georgia

**Length of Contract:**  
8 years

**Size of Project:**  
\$4,016,897 total

**Scope of Work:**  
State-wide multi-OEM support for 46,329 ports across 600+ locations to ensure all phone and voicemail systems achieve maximum uptime.

#### Federal:

**Name of Client:**  
11th Circuit Court of Appeals

**Length of Contract:**  
3 years

**Size of Project:**  
\$105,957 total

**Scope of Work:**  
Regional support across seven locations including real-time monitoring, incident management, and hardware replacement for a multi-site Avaya solution.