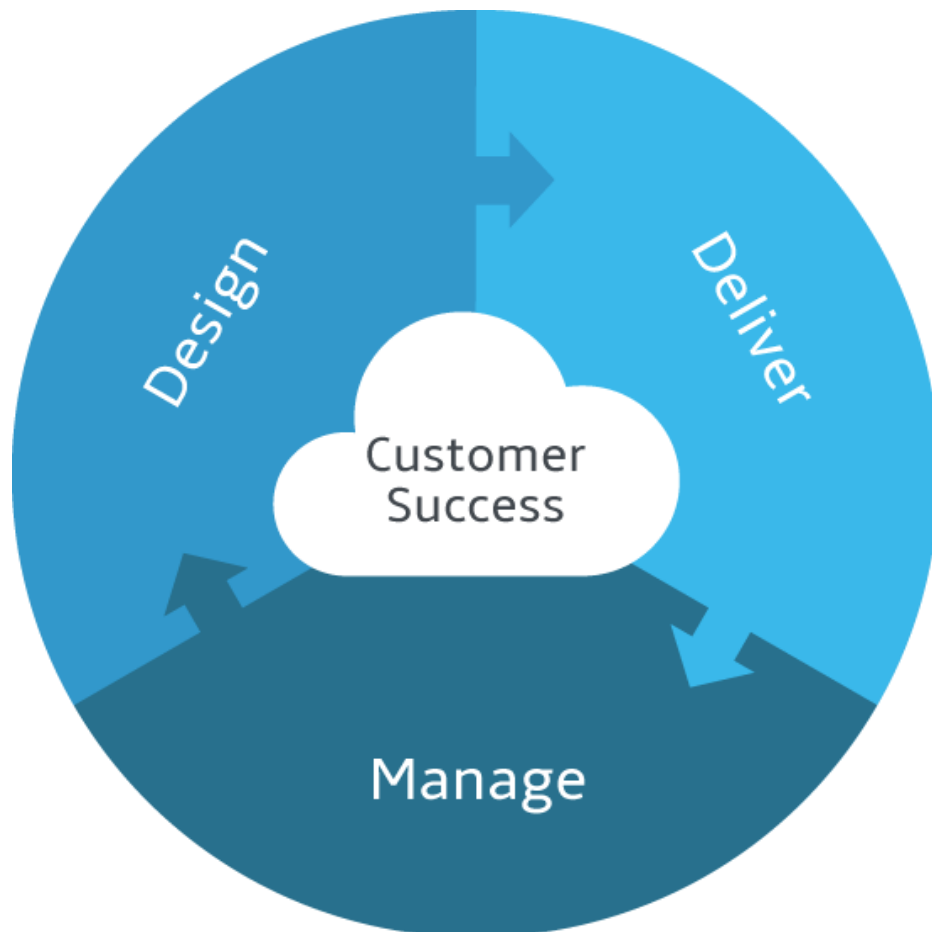




ENTERPRISE CLOUD SERVICES

Enabling Global Collaboration



ENTERPRISE CLOUD SERVICES DESCRIPTION

Continuant and Tata Communications provide a private dedicated cloud-based hosted communications platform which utilizes Microsoft Skype for Business. The platform is built on Enterprise Server Edition, features include instant messaging, presence, cloud pbx and video conferencing. These services are available through a client which can be accessed across-devices via PCs, tablets, and mobiles; subject to local regulatory requirements.



SERVICES OVERVIEW

- Multiple instance virtually dedicated and fully dedicated environment
- Endpoint to data center monitoring
- Adds Microsoft Skype for Business Enterprise Voice to O365 and EA including Telephony and Conferencing
- Integration with O365 Exchange Online and on premise Exchange 2010/2013
- High availability Microsoft Skype for Business architecture utilizing virtual servers with hardware redundancy
- Microsoft Skype for Business Enterprise full features
- Microsoft Skype for Business Mobile Client services
- One dial-in multi-party conferencing bridge
- Device as a Service (Build an offering - Multiple Endpoint options via capex or opex)
- Transformation services ensuring successful user adoption

DATA CENTER EQUIPMENT AND SERVICES

Rack and power at data center facilities, server software, connectivity, bandwidth, router, installation labor, help desk support and hosting management.

MANAGED SERVICES

- ✓ Guaranteed SLA's
- ✓ Maintenance
- ✓ Incident and Problem Management
- ✓ Service Requests
- ✓ 24/7/365 Telephone Support
- ✓ Advanced Reporting
- ✓ Training
- ✓ Strategic Migration
- ✓ End-to-end monitoring
- ✓ Advanced troubleshooting tools
- ✓ Upgrades included in PUPM
- ✓ Global Service Desk
- ✓ Onsite support
- ✓ Network Readiness

EVENT MANAGEMENT AND PERFORMANCE MONITORING

<p>INTELLIGENT SOFTWARE</p> <p>Enables IT teams to recognize and resolve critical functions or problems affecting business units in order of importance.</p>	<p>INTELLIGENT MONITORING</p> <p>A visual representation of all the components, services and integrations required to deliver an application to your users.</p>	<p>DASHBOARDS</p> <p>Direct access to highly detailed, live dashboards that track all aspects of network performance and status.</p> <p>"You see what we see"</p>	<p>REPORTING</p> <p>Historical reports let you track device performance and resource utilization trends. Track network assessment, call quality and diagnostics for root cause analysis.</p>
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About Tata

Tata Communications is a leader in the Gartner Magic Quadrant for Global Network Service Providers. They deliver an end-to-end portfolio of cloud, mobile, and network services across 240 markets, connecting businesses and people globally and transforming their lives. Tata Communications provides the only wholly owned fibre optic ring around the globe, 24% of the world's Internet routes use their network, customers can reach 99.7% of the global GDP using their network.

About Continuant

With 20 years of experience, Continuant delivers an industry-leading customer experience, a staff of highly skilled and certified engineers, and superior incident management and resolution. With this foundation, we help improve business communications, processes, and efficiencies by delivering managed service solutions to meet business communications requirements.



Gold Application Development
Gold Communications
Gold Datacenter