



Continuant Managed Services: Global Enterprise Skype for Business



Gold Communications
Gold Datacenter



Skype
Operations
Framework (SOF)
Partner

Microsoft-Certified Partner

Plan → Deliver → Operate

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 functions to a trusted managed services company allows you to focus on your core business, 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.

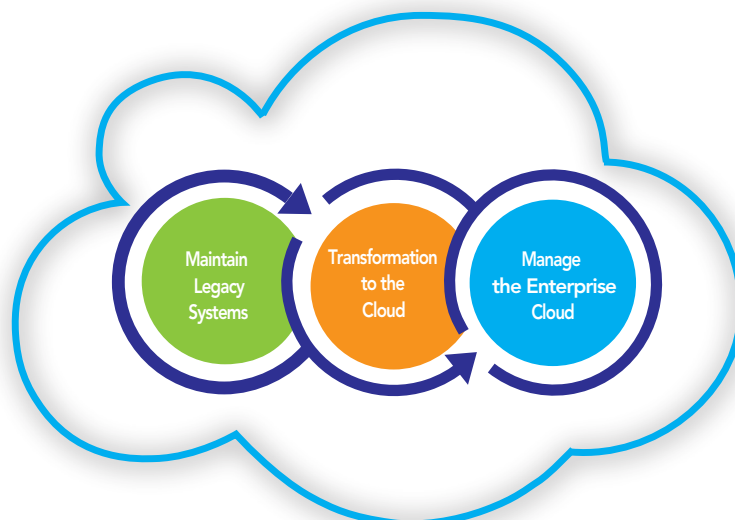
Why Choose Continuant?

While many companies offer managed services, few can match Continuant’s experience and expertise in working with Microsoft Skype for Business and Office 365 products. Not only is Continuant a trusted Microsoft partner; we also employ highly experienced teams and individuals who have earned advanced certifications in Microsoft’s Productivity, Data Management & Analytics, and Cloud Platform & Infrastructure.

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 provide our customers the highest level of customer care available today.

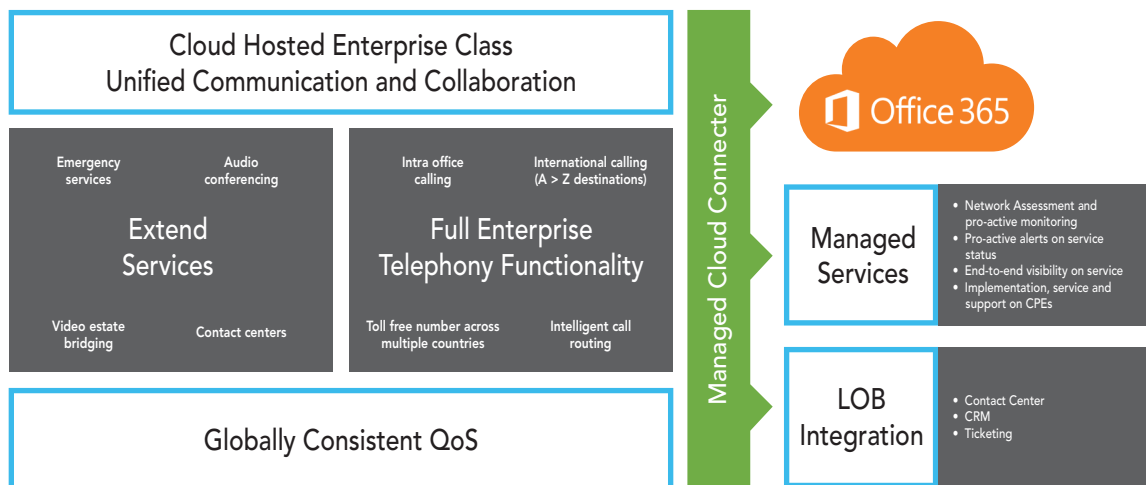
We offer:

- Office 365 planning and migration
- Proactive incident management and resolution
- Microsoft IT Pro tools
- End-to-end support

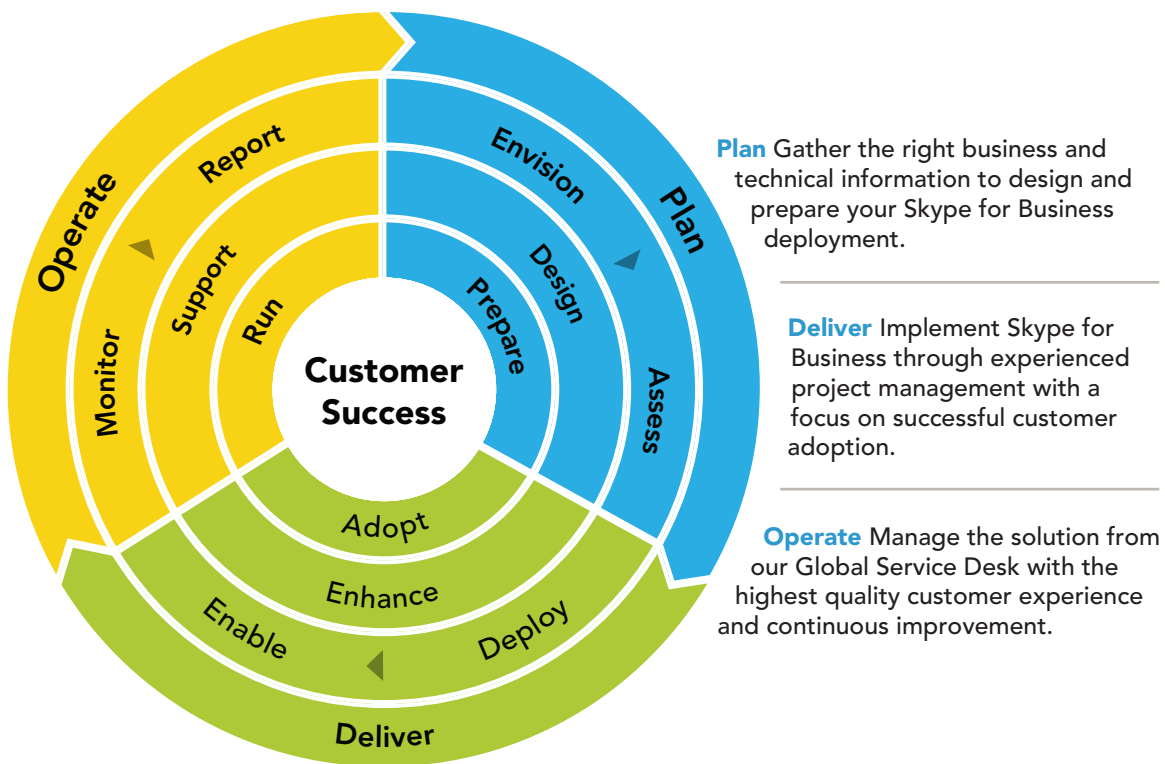


Dedicated Global Enterprise Solution

- 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.
- Integrate enterprise applications. Choose integrations to existing applications, such as Salesforce or Microsoft Dynamics.
- Meet face to face. Video messaging and conferencing allows you to stay in the office, reducing travel costs.
- 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 phones and headsets.
- Office 365 Cloud support. We can help your business execute and deliver on its cloud strategy rapidly and seamlessly by deploying and evolving Cloud PBX and PSTN Conferencing solutions in the Microsoft Office 365 Cloud.
- Gain visibility. Continuant's unique ability to deploy and manage monitoring and diagnostics tools from the data center to the headset enables performance, knowledge, and assurance.
- Dedicated to each customer. Enjoy the features, robustness, and interoperability of the latest Skype for Business 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.



Delivering End-to-End Quality and Reliability



1. Plan your deployment step-by-step

- Gather information and insights to assess, design, and prepare for a Skype for Business solution. Define expected business value, assess readiness for implementation, and undertake remediation activities
- Convene discovery workshops to assess your needs and business use of the current technologies, infrastructure, and network in use.
- Create service architecture and design the solution, including operational processes and adoption strategy.
- Undertake readiness and remediation activities required as outcomes of the assessment stage to prepare to scale up deployment of Skype for Business online.

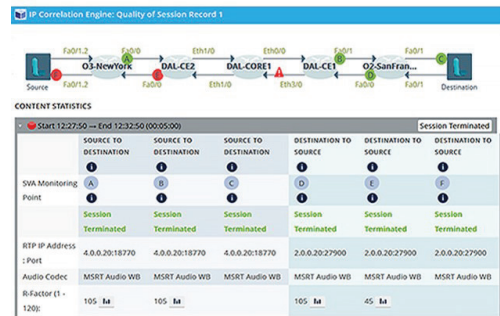
2. Deliver a smooth transition

- Manage the transition from on-premise to cloud services by effectively implementing and delivering Skype for Business services while driving adoption. Identify areas for improvement by implementing new features and capabilities as these are released to deliver rapid success and additional value.
- Manage the project with communication, change management and risk management to closely follow the deliverables and success criteria.
- Execute Skype for Business adoption plan, deliver training and knowledge transfer, drive new Skype for Business user habits and change behavior as needed, while supporting the active use of the service.

3. Manage Skype for Business installation and oversee deployment

- Monitor, report, run, and deliver necessary support services.
- Manage the daily customer-initiated and controlled operations of the service (moves, adds and changes to users).
- Capture, triage, troubleshoot, and resolve issues; escalate when needed; engage third parties as needed to fulfil support needs.
- Monitor the service for end-to-end quality, reliability, usage, and capacity.
- Deliver Quarterly Business Reviews to provide transparency and remain aligned on goals, thereby maximizing the return on your investment.

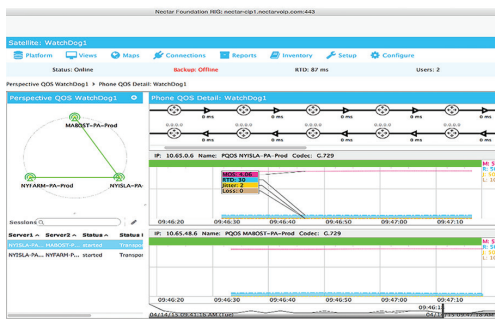
INTELLIGENT MONITORING



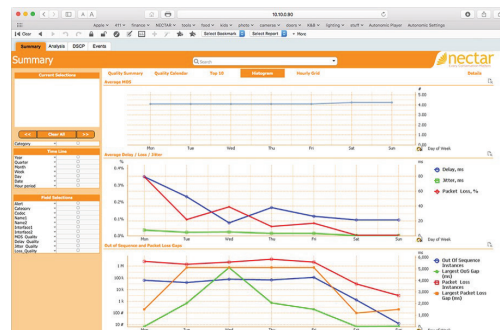
DASHBOARDS



INTELLIGENT SOFTWARE



REPORTING





Continuant, Inc.

5050 20th Street E.

Tacoma, WA 98424 USA

1.800.394.0308

Info@continuant.com