



Enterprise Cloud Services

Cisco and Microsoft Global Collaboration Solutions



Key Advantages of Enterprise UCaaS

Design → Deliver → Manage

Unification Through Cloud

Given the unique benefits it offers the enterprise, Unified Communications as a Service (UCaaS) is now widely accepted as a viable and proven alternative to traditional business communication systems.

Many large organizations have come to view UCaaS as a way to keep up with changing technology while at the same time keeping costs under control.

For the IT organization, there are unique advantages to employing UCaaS. In addition to unifying the different islands of communication across platforms, UCaaS can drive efficiency, promote scalability, and deliver a predictable Total Cost of Ownership (TCO).

For the organization seeking guidance on the right solution, Continuant offers proven experience and expertise in all aspects of Unified Communications.

Continuant Offers:

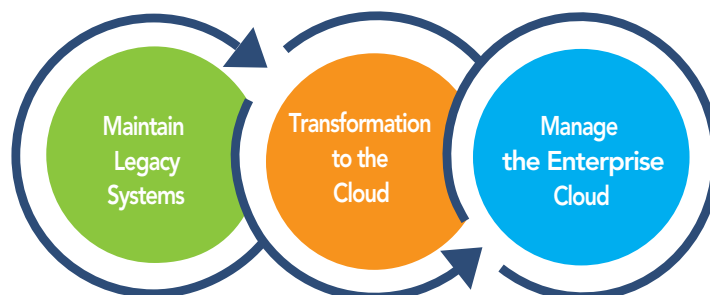
- Guidance to help determine the right solution and architecture
- The ability to deliver a feature-rich, proven communications platform
- Expertise in helping the enterprise deliver a consistent user experience

Why Choose Continuant?

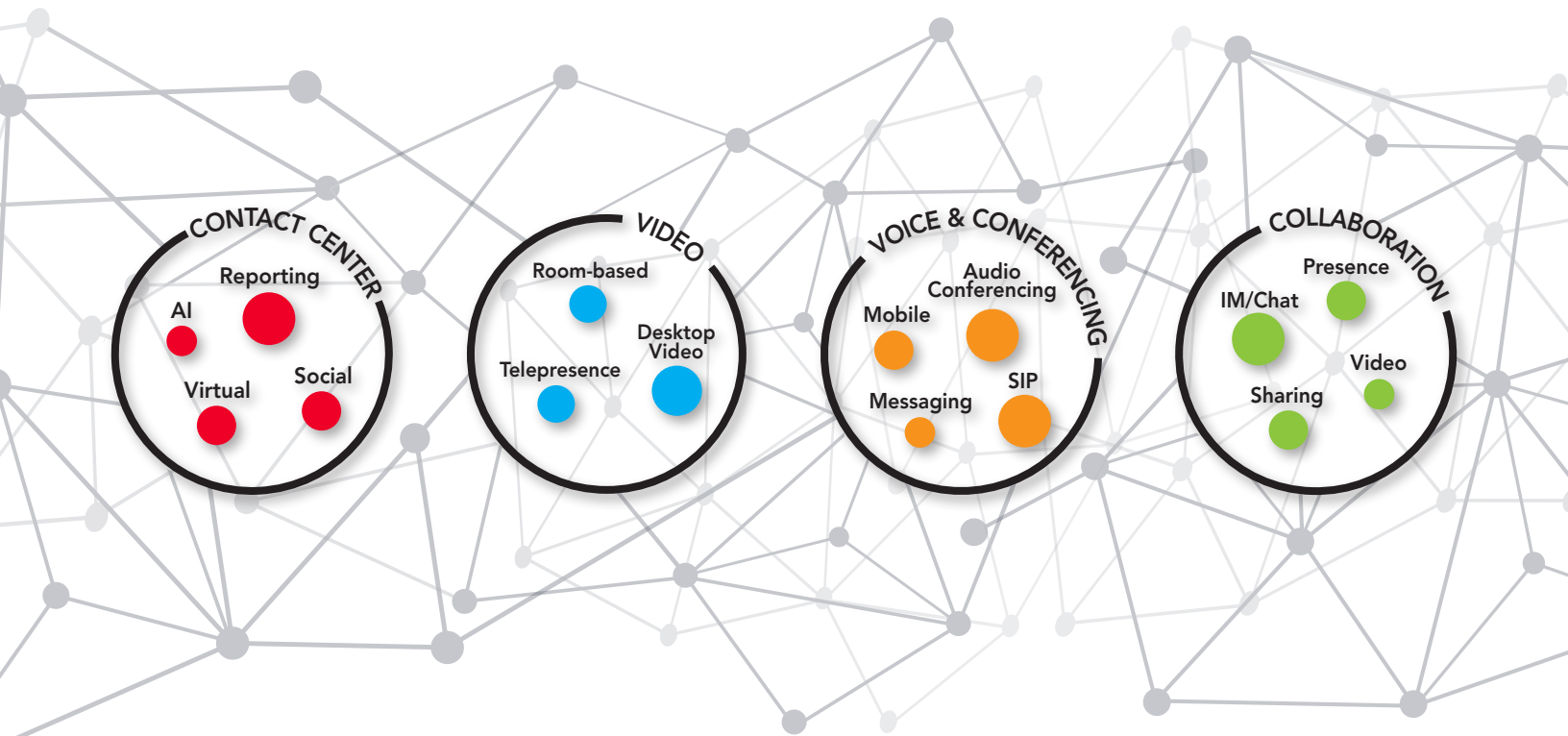
Continuant is a managed services provider specializing in the design, implementation, and management of Unified Communications and Collaboration. We help customers develop and deliver a UC strategy that addresses the needs of their business, while realizing significant benefits through technology refresh and consolidation strategies. Our UC solutions enable enterprises to deploy service at their own pace and leverage their existing investments across technology platforms, applications, and end-points.

While many companies offer managed services, few can match Continuant's twenty plus years of experience and expertise. Our solutions are built around the two leading UCaaS solutions: [Cisco](#) and [Microsoft](#). Our highly experienced teams have earned advanced certifications in both manufacturers' technologies.

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 Customer Experience team whose mission it is to provide our customers the highest level of customer care available today.



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.

Dedicated to each customer: Enjoy the features, robustness, and interoperability of the latest on-premise solutions, but through a cloud delivery model.

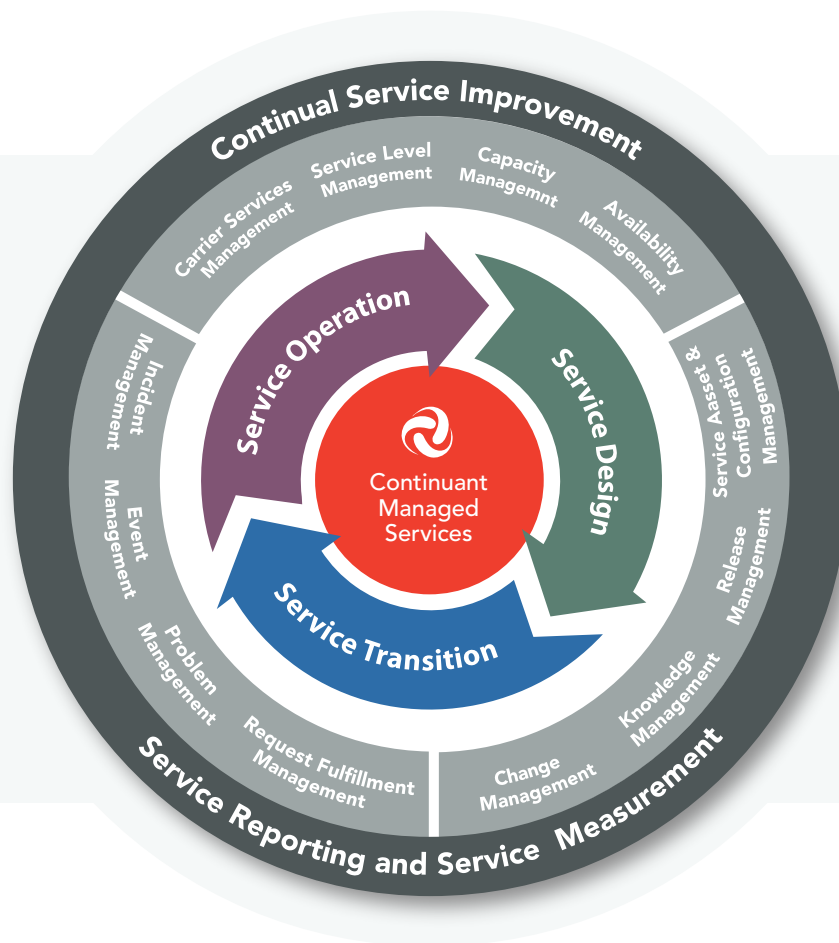
Scale with ease: Quickly ramp up or scale down for seasonal business peaks or acquisitions to help ensure a consistent customer experience and flexible cost structure.

Integrate enterprise applications: Choose integrations to existing applications, such as Salesforce or Microsoft Dynamics.

Flexible deployment: Evaluate the benefits of accounting for investments as an operational expense or capital expense. Available consumption models for phones and gateways include lease, rental, and purchase options. Continuant can help your business execute and deliver on its cloud strategy rapidly and seamlessly by deploying and evolving Cisco Spark and Microsoft Office 365.

Gain visibility: Continuant has the ability to deploy and manage monitoring and diagnostics tools from the data center to the headset. This unique capability helps assure the highest performance of your systems.

Delivering End-to-End Quality and Reliability



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.

Service Design

- Gather information and insights to assess, design, and prepare for either a UCaaS solution or a managed service. 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.
- Create service architecture and design the solution, including operational processes and an adoption strategy.
- Undertake readiness and remediation activities as required.

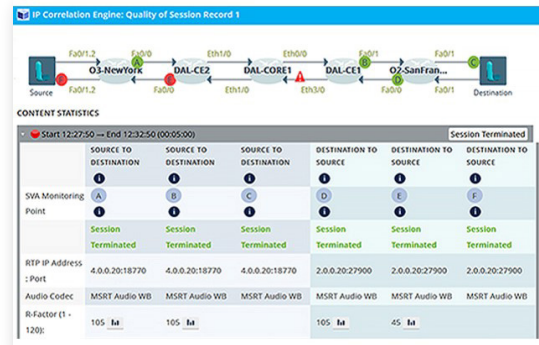
Service Transition

- Manage the transition from on-premise to cloud services by effectively implementing and delivering UCaaS 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 UCaaS adoption plan, deliver training and knowledge transfer, drive new UCaaS user habits and change behavior as needed, while supporting the active use of the service.

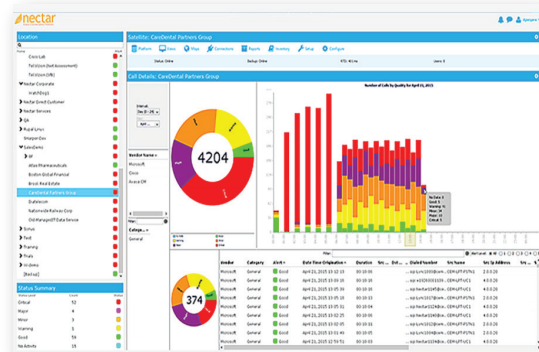
Service Operation

- 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 fulfill 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.

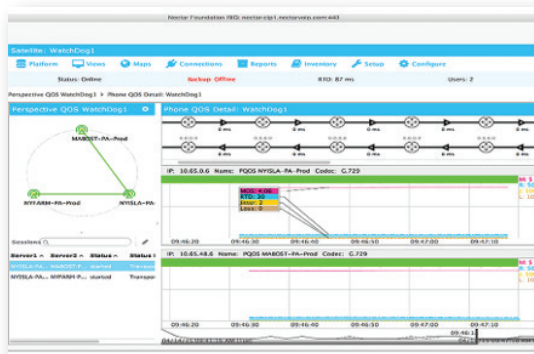
INTELLIGENT MONITORING



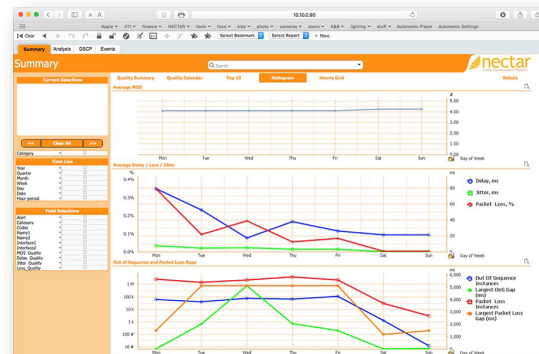
DASHBOARDS



INTELLIGENT SOFTWARE



REPORTING



Transforming Enterprise Communications™



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