



Continuant Managed Services

Empowering the Enterprise through Unified Communications Managed Services

Stop spending too much time and too many resources managing your systems. From legacy system maintenance to management of the most complex unified communications environments, the customer experience experts at Continuant will provide the breadth of support you need to achieve your business communications goals.



Managing Business Communications

As a global managed services provider, Continuant is committed to achieving our customers' business communications objectives. From maintenance and support for legacy systems to managing complex unified communications solutions, Continuant provides service plans that deliver proven results along with an outstanding customer experience.

NET PROMOTER SCORE

Our unsurpassed dedication to customer service has resulted in Continuant's receiving a Net Promoter Score of 87, a score that ranks among the best-in-class global companies and service leaders such as Nordstrom and USAA. NPS scores that fall between 50 and 80 percent are considered exceptional in most industries....Continuant's score was between 110 and 175 percent higher than scores considered exceptional in most industries.

—GMA Research Corporation

For nearly two decades, Continuant has set the gold standard for customer care—providing expert engineering, maximum uptime, and the industry's highest level of customer service. Today, Continuant embraces industry best practices, combining ITIL methodologies, a highly skilled engineering staff, automated tools, and a passion for excellence in customer care to create an industry experience unlike you've ever had before.

Maintenance, migration, and managed services

If you are like most businesses, you are already planning a migration to a UC platform. Whether your migration plan occurs in stages, over time, or all at once, Continuant Managed Services provides the expertise in multi-vendor migration and day-2 support to help you meet your business communications goals. In the meanwhile, we will manage the maintenance and support of your systems, keeping them running at highest performance.

Imagine a truly proactive UC experience

We employ proactive, performance-based monitoring and event management, which helps us pin point and resolve issues fast—faster than our closest competitors—while keeping you informed via your MyContinuant portal. A compilation of incidents and system health reports are presented to you monthly, giving you the facts and expert recommendations you need to make informed business decisions about your UC environment.

Five “Simply Critical” Reasons to Choose Continuant Managed Services

As more and more businesses prepare to make the move into a UC suite, the options available to manage systems increase. Managed Services Providers (MSPs) have emerged as a unique niche in the unified communications market because they represent both the history and future of communications. Continuant Managed Services stands out from other MSPs in five “simply critical” ways.

1 We make complexity easy.

Our expertise in all aspects of enterprise communications makes Continuant Managed Services the natural choice for companies looking at migrating to an often-complex UC environment. Everyone on our team, from dedicated Customer Relationship Managers to our certified experts on our technical and engineering team, works together to make your transition to UC—and day 2 operations—as easy as possible.

2 We customize solutions to your business.

No matter what industry or business you’re in, our Strategy & Design team will work closely with you to develop and implement a customized solution that meets your specific needs and requirements. We will review and evaluate your current communications assets in light of your long-term goals and then work with you to determine a plan that’s right for you.

3 We keep you connected.

Downtime costs you money and momentum. With industry-leading SLAs, and guaranteed time to restore, Continuant Managed Services offers what few others can provide: superior incident management. We are dedicated to restoring normal service operations to our customers as quickly as possible while minimizing any adverse impact to their business operations. A key part of your customer experience is the ability to see service resolution in action, through your MyContinuant portal.

4 We’ve got the expertise to get the job done.

Our technical professionals—including experienced Tier 3 engineers, IT professionals, and Information Systems experts—bring years of experience in voice and networking to your enterprise. Simply put, we’ve invested in the technical experts so you don’t have to. The Continuant technical resources available to you hold OEM certifications and provide across-the-board UC technical support.

5 We deliver a single point of contact.

In an era of phone trees and “voice mail jail,” Continuant has pioneered the “single point of contact”. Your dedicated Customer Relationship Manager understands your business, your systems, and your technology goals, and works proactively on your behalf to ensure that you can keep your focus where it belongs: your business.

THE SPECTRUM OF COMMUNICATIONS SYSTEMS MANAGEMENT





Monitoring & Event Management



Incident Management



UC Support Services



Strategy & Design

Services Portfolio



Monitoring & Event Management

Every business is unique, and so are your system monitoring and management needs. While some businesses and systems require basic alarm tracking and triage, others demand a highly proactive and customized management service. Continuant provides Monitoring & Event Management in the flavor you need.

Real-time Fault Management

Real-time Fault Management (RFM) is designed to provide 24/7/365 monitoring and management of alarms generated from managed devices. RFM focuses on alerts from device outages as well as individual service outages within the business application architecture. Our expertise includes:

- Avaya systems, from Definity to Gateways to CM servers
- Nortel systems
- Siemens/ROLM systems
- Mitel, NEC, Toshiba, and more

RFM Essential

Our most basic monitoring service utilizes pings and SNMP traps as fault identifiers and security and buffer devices to retrieve notifications.

RFM Advanced

Utilizing industry-leading tools, RFM Advanced offers insights such as reporting, inventory, and event aggregation.

RFM is designed to offload the time and labor challenges of troubleshooting systems that are experiencing major alarms. By utilizing Continuant's resources, you can leave the triage and escalation of incidents to the Tier 3 experts who will also resolve the issue—before you even have time to worry about it.



Infrastructure Performance Management

Infrastructure Performance Management (IPM) is designed to provide truly proactive monitoring and management of voice and network environments. IPM focuses on looking at an IT infrastructure—including physical servers, core network devices, internet pipelines, virtualization, and more—to quantify how a business' applications and tools are running within the environment. We support a wide variety of systems and manufacturers with IPM.

Our expertise includes:

- Skype for Business/Lync
- Cisco UC platforms
- Avaya systems, including Avaya CM & Avaya Aura

IPM Voice

Harnesses the full capacity of a Microsoft-selected IT Pro Tool to request detailed system information in real time. IPM Voice is ideal for assessments and post-deployment management. Plus, you receive an online dashboard and an expert review of your system health, along with recommendations that support your communications goals.

IPM Network

IPM Network provides all of the benefits of IPM Voice plus automatic mapping of the network, layer 2 and layer 3 insight, and firewall information. Dashboards, reviews, and recommendations are also included.

IPM Network Applications and SIEM

This is our most robust service, including compliance monitoring, security incident and event management, utilization and reports in real-time, and much more. Reports, meetings, and recommendations are also included.

WHAT DOES IPM ACTUALLY DO FOR YOU?

How does the service help manage your environment and support your business?

Continuant's goal is to focus on managing technical infrastructures in such a way that cuts down on the number of outages and sub-par end-user experiences by looking at different metrics on different devices within an IT infrastructure.

Our differentiator is that every metric and every piece of data is gathered, investigated, and presented to you in an expert consultation. This meeting is focused on how the performance of the infrastructure is helping you succeed in your business goals.



Incident Management

Research shows a nearly 30 percent drop in a company's ability to generate revenue every time there's a system outage. Our industry-leading SLAs deliver consistent uptime for your business. In the time it takes for other service providers to RESPOND—the industry average is 2-4 hours—the experts at Continuant will get your systems up and running again through remote or onsite incident management.

Remote Incident Management

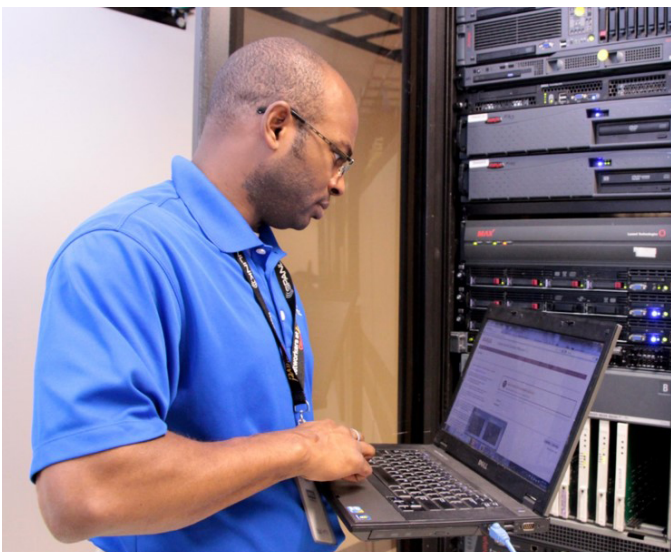
Through Remote Incident Management services, Continuant offers rapid identification and resolution of errors and outages. From our Network Operations Center, experts on your specific systems will remotely access the system and begin remediation. Once we've identified the root cause of the outage, we are able to quickly notify you and take corrective actions to prevent future occurrences, including a comprehensive view of the incident and its resolution.

On-site Incident Management

In the event that a technical resource is required at your facility, we will arrange to have one of our 2,000 select support partners visit your site for remediation. These partner field technicians work offhand-in-hand with our Tier 3 experts as on-site resources, and support our engineers to perform diagnostics, troubleshooting, and, ultimately, resolve the incident.

Hardware Replacement

If and when the need arises, Continuant is able to immediately replace the hardware on the critical elements of your infrastructure. We stock all critical components of the system such as circuit packs, power supplies, processing elements, cabinetry, and the primary server where covered applications reside. As an option, Continuant can place a Critical Spare Parts kit on-site at your facility, further expediting incident resolution. Extended hardware replacement coverage is also available for all other network and end-user devices.





UC Support Services

Customers find that managing the UC environment is often more resource-draining than expected. That's why Continuant offers a range of UC Support Services to ease the transition of migration—and support day-2 operations.

Remote MACD

We know as well as you do that balancing the workload of your IT team is hard enough before the internal support tickets come pouring in. Continuant Remote MACD and Service Request services help your business avoid the "IT bottleneck".

Working with Continuant makes getting your MACDs completed easier than ever. We empower you to submit a standard or expedited Service Request to your Customer Relationship Manager, or through your MyContinuant portal. We address requests in a timely and reliable manner so your team can keep its focus where it should be—on your business.

Carrier Services Management

When you're frustrated by problems with your carrier, you may think you have no options. The Carrier Services experts at Continuant, however, have a unique understanding of the carrier-customer relationship. On behalf of our customers, we open, manage, and escalate trouble tickets to a US-based Local Exchange Carrier (LEC) or a Competitive Local Exchange Carrier (CLEC).

Carrier Services Management includes:

- Notification of circuit outages on covered equipment
- Initial diagnostics are performed to identify routing procedures
- Troubleshooting is initiated, following procedures with the appropriate Carrier
- Customer notification of updates and ticket resolution status

Staff Augmentation

Continuant provides on-site and off-site resources to supplement your existing team. We will assist you in the selection and placement of qualified staff to support your efforts on-site or remotely, for as long as you need. We've provided staff augmentation services to customers who:

- Require additional onsite resources during a technology cut-over or deployment
- Have a staff member on a leave of absence or sabbatical
- Require a dedicated technician or engineer onsite full time
- Prefer to offload their IT requests in order to focus on customer efforts

Staffing solutions are customized to meet your unique needs, whether long term augmentation or short term coverage for vacation or projects are required. Consider adding one of Continuant's already-qualified experts to your team:

- Systems Administrator
- Tiered Engineer
- Project Manager



Strategy & Design

Are you looking for a way to bridge the gap between enterprise telephony and unified communications, or simply seeking to improve productivity throughout your enterprise? Move into the future of communications with our Strategy & Design team.

Your vertical, your system, your enterprise.

Continuant provides expert consulting and design for leading manufacturers in verticals including healthcare, manufacturing, education, government, retail, and more.

Discovery & Analysis

As a first and crucial step to a successful deployment, we embark on a deep discovery process. This includes learning all about your business and the competitive landscape that surrounds it. We'll identify how user adoption of new technologies will help your team communicate and execute more effectively. We will take an inventory of your existing equipment, hardware, and software, and assess the performance of your network infrastructure in preparation for design phases.

Architecture & Design

We will create a low level design that details the breadth of design considerations specific to achieving your business goals. We work with you to develop a plan, including the project timeline, network and technology modifications, and financial considerations such as Return on Investment (ROI) and Total Cost of Ownership (TCO).

Implementation

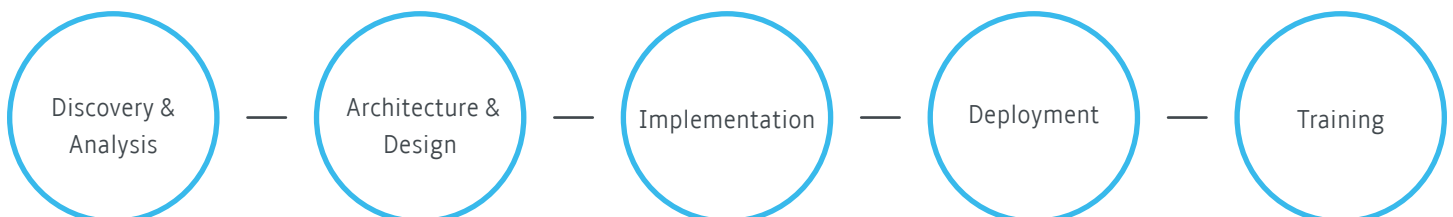
In this next critical step, you get to take a test drive of your unique communications solutions. Our engineer teams conduct proof-of-concept prototyping of your infrastructure, and stand it up in our Unified Communications Collaboration Center (UC3), where testing of the network, interoperability, quality, and more is presented to you—hands-on.

Deployment & Training

During the deployment phase, our Project Managers and Engineers oversee delivery in order to eliminate inefficiencies, develop backup and contingency plans, and ensure a risk mitigation strategy is in place—the keys to a successful deployment.

We'll ensure that post-deployment training for end users, and even system administrators, is a top consideration.

The 5 Steps of Strategy & Design



About Continuant

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 customized service solutions to meet business communications requirements.

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