

Maintenance Evolves into Proactive Event Management for this University's Avaya and Skype for Business Environment

SUCCESS STORY



Background

This customer, a private university in the Southern United States, provides undergraduate and graduate education in the liberal arts.

This customer originally came to Continuant looking for help keeping its Avaya system up and running. They entered into an agreement for Maintenance and Support services to offload the incident management of frequent alarms and outages. After careful observation by the customer's Continuant Customer Relationship Manager (CRM), it was recommended that the customer consider a proactive monitoring service where outages and events could be traced in real-time and the origin of the outage could be identified. The customer found tremendous value in the CRM's recommendation and upgraded to Infrastructure Performance Management (IPM) services, also adding the University's Skype for Business (Lync) environment into the support plan.

Since the shift to IPM, this customer has experienced reduced incident-related stress, improved voice quality across its three campuses, and is happier than ever to have a partnership with Continuant.

Customer Profile

Industry Education

Students 5,000

Locations 3 Nationally

Customer Since 2012

Challenges & Solutions

Support for a multi-OEM environment

The customer requires a vendor-neutral partner to assist in managing the University's multi-OEM environment, while keeping the University's best interest in mind.

Solution

Continuant is equipped with experienced engineers across all OEMs to serve the best interest—and unique environments—of our customers. Continuant provides the customer with expertise in both Avaya and Skype for Business (Lync) systems, enabling the University's multi-vendor environment to function as seamless and possible.

Ensure that systems experience maximum uptime

Just as any University would require, this customer needs a partner who promises maximum uptime across all campus locations—and a plan to deliver on that promise.

Solution

Continuant prioritizes customer incidents and resolves them as quickly as possible. To make sure the customer is experiencing maximum uptime for critical unseen incidents, this customer receives industry-leading SLAs through Continuant.

Ensure system performance is being measured proactively

The customer requires reliable system performance and proactive resolution of potential incidents and future threats.

Solution

Continuant enables proactive resolution by putting the best tools to work for the customer and backing these tools with a team of dedicated IT experts who provide monitoring, reporting, and recommend ways to improve performance.

To maximize uptime for critical unseen incidents, this customer receives industry-leading SLAs through Continuant.

Results and proactive recommendations are delivered through the customer's CRM, so quality of service is never sacrificed.

Provide a single point of contact

Eliminating multiple vendors and points of contact is a priority for this customer. The customer requires a single point of contact for all telecom and unified communications concerns.

Solution

Continuant provides the customer with a single point of contact—a Continuant CRM that is empowered to utilize the Continuant teams' multi-OEM experts and resources.

The CRM is in constant contact with the customer about service requests and is building a long-term business communications roadmap with the customer's IT Manager.