

Customer Profile

Industry	Manufacturing
Employees	2,500
Locations	8 Globally
Customer Since	2014

Background

This customer, a premium chemical and plastics manufacturer, came on board as a Continuant customer in 2014. They connected with Continuant while looking to upgrade or replace their legacy standalone Avaya systems. Continuant performed an in depth design discovery to determine what the customer expected in terms of implementing new and innovative technologies.

This customer provided a unique opportunity to Continuant. Without a strict budget, Continuant was challenged to provide an innovative and efficient UC infrastructure to unite their corporate, plant, and mobile communications. Over a period of 9 months, Continuant uncovered a number of challenges that we were able to help with.

Challenges

Efficiently connect the mobile workforce This customer requires that they be able to connect their mobile workforce to function with in-office employees. Their existing systems were proving insufficient as well as inefficient. They simply did not provide the level of service needed for their mobile team network.

Upgrade and unify corporate systems This customer requires that their communications systems be both convenient and efficient. Many of their communication methods were outdated, leaving employees without the many business advantages that new technologies provide.

Offload carrier management This customer requires that their carrier service provider delivers on timelines and is all-around dependable in providing the highest level of customer service.

Prove ROI This customer requires a clear exhibition on how switching to Avaya Aura would be worth their investment.

Solutions

Continuant implements Avaya one-X and AVST software to help this customer collaborate using Skype for Business. Money previously spent on large cell service bills is saved by using applications that connect them using Wi-Fi instead of expensive mobile data.

Analysis of this customer's needs allows Continuant to hand-pick programs that best benefit the company. Centralized voicemail is implemented using AVST. Avaya Aura and Skype for Business are implemented to give this customer an updated infrastructure, allowing them to best promote efficient and unified communications within their company.

The customer selects Continuant to manage their carrier service needs. This customer knows that any potential problems that arise will be faithfully addressed and remedied by Continuant in a swift manner.

Careful discovery and analysis of current costs, costs of migration, and cost of post-deployment infrastructure management proves an ROI and significant savings over legacy system maintenance alone. Additionally, this customer benefits by saving time and the hassle that comes with managing multiple independent systems.