

Customer Profile

Industry	Manufacturing
Employees	88,000
Locations	146 sites
Rank	Fortune 500
Customer Since	2004

Background

This Fortune 500 manufacturer of more than 55,000 adhesive, laminate, and car-care products operates in more than 65 countries is dedicated to applying science to everyday life, creating products that consumers need and use every day. This company became a Continuant customer beginning in 2004, utilizing maintenance and support services for 75 sites. They also worked with Continuant to install Avaya Aura CM 6 systems to replace some of their legacy equipment.

Prior to working with Continuant, the customer held three separate maintenance contracts with Avaya, Nortel, and Siemens for their systems. They began looking for a partner who would take the time to understand their internal procedures, processes, and invoicing needs. When the customer learned that they could utilize one single partner—Continuant—for their complex multi-vendor environment and maintain only one contract, they made the switch to Continuant and have never looked back.

Challenges

Keep legacy system maintenance costs down The customer requires that costs for onsite and remote maintenance and support for Avaya, Nortel, and Siemens legacy systems be kept as low as possible.

Access to technical experts, anytime The customer requires immediate access to technical experts when they need it.

Solutions

Continuant is able to provide onsite and remote maintenance and support for 50% less than the customer's previous contracts. Continuant will continue to run port and capacity counts to ensure that maintenance costs for all systems and sites remain as low as possible.

The customer's technical staff is able to reach Continuant 24/7 support. Continuant provides rapid 24/7 access to Tier 3 engineers for maintenance and support of Avaya, Siemens, and Nortel systems.

Challenges

Provide a single point of contact The customer requires a single partner with broad expertise to manage a diverse OEM system environment, providing a single point of contact for all expertise.

Receive around-the-clock support The customer requires 24/7 support. With so many global locations, this is a nonnegotiable.

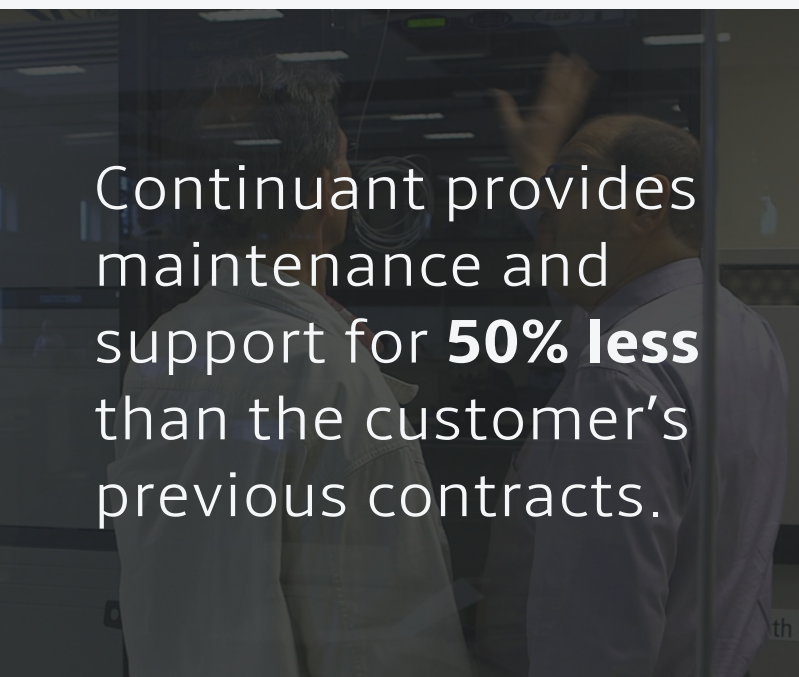
Ensure systems experience maximum uptime The customer requires the promise of maximum uptime across all locations and a plan to execute it. Downtime is not an option for a Fortune 500 company.

Solutions

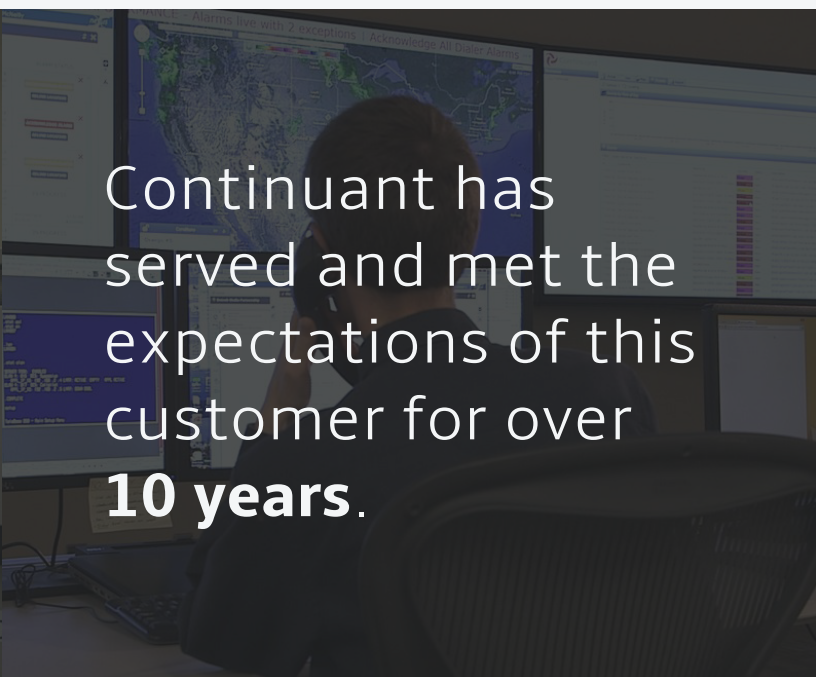
Continuant provides the customer with a single point of contact—an account manager that is empowered to utilize the Continuant teams' multi-OEM expertise in Avaya, Nortel, and Siemens (and more). The account team speaks with the customer on a daily basis about the customer's service requirements.

Continuant provides around-the-clock remote and onsite support with the industry's leading SLAs. All supported network elements are monitored 24/7/365 by the Continuant Network Operations Center (NOC). Continuant frequently resolves system issues before the customer is aware of them. Continuant often proactively resolves minor alarms before they become major alarms.

To maximize uptime, this customer has selected Continuant's Enhanced SLA—the only service level in the industry that guarantees system restoration and provides built-in penalties.



Continuant provides maintenance and support for **50% less** than the customer's previous contracts.



Continuant has served and met the expectations of this customer for over **10 years.**