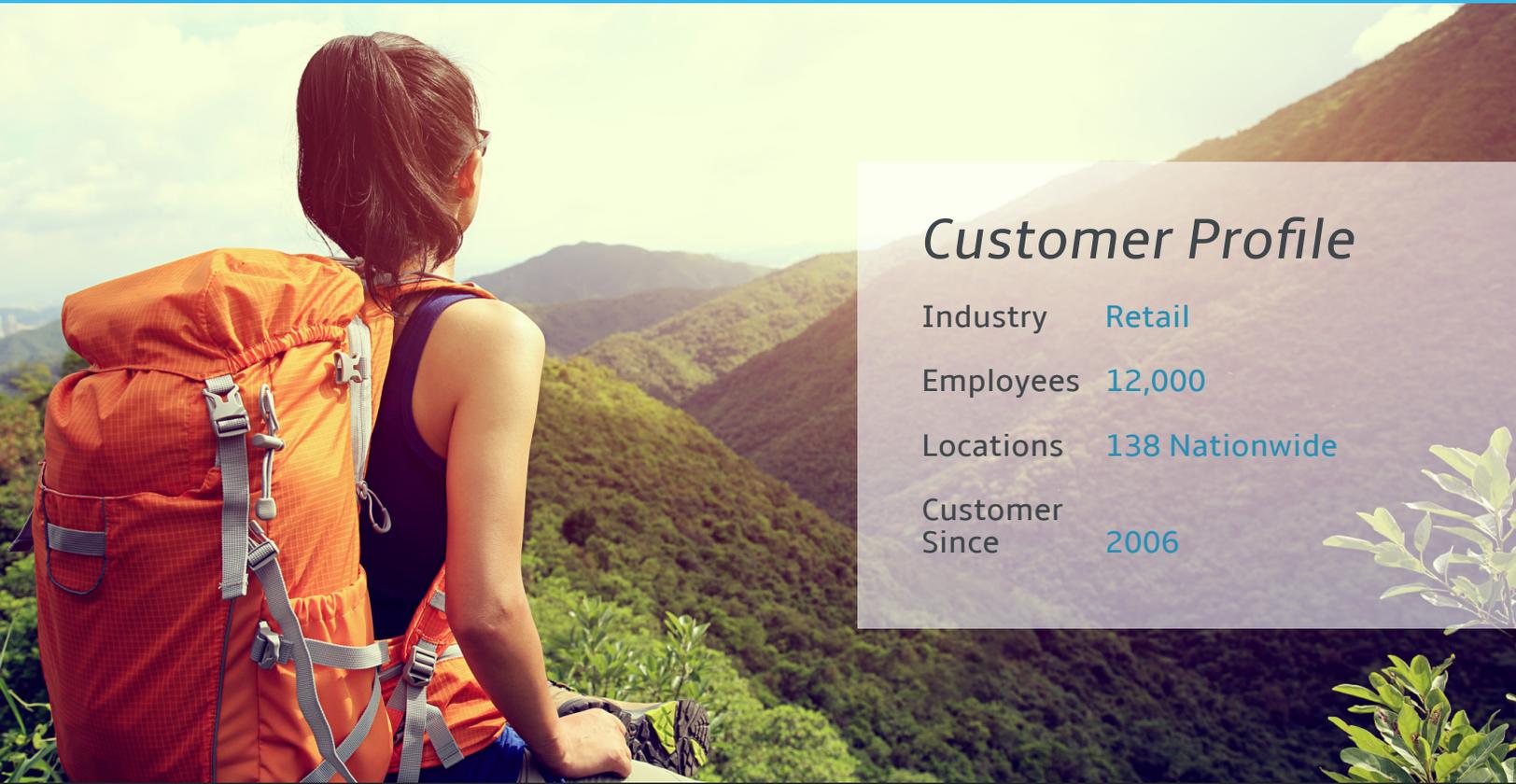


# A Health-Conscious Retailer Selects Vitamin A Supplement for UC System

SUCCESS STORY



## Customer Profile

|                |                |
|----------------|----------------|
| Industry       | Retail         |
| Employees      | 12,000         |
| Locations      | 138 Nationwide |
| Customer Since | 2006           |

## Background

This customer is known around the U.S. for its fun stores and extensive outdoor clothing and gear. Their 138 stores occupy more than 30 states throughout the U.S.

Since 2006, this customer had utilized Continuant to complete work on its in-store telephone systems. But after ten years, when the customer's needs demanded a larger-scale support plan, the customer found it easy to get the conversation started with Continuant.

We took a hard look at the business drivers, needs, and goals of the customer; we quickly learned that they required help with more than just their in-store telephone systems. The customer explained that they had spent many years in a sub-par support contract with Avaya, and that Avaya was still supporting the Avaya systems at the customer's headquarters and call

centers. Equipped with the information to make the best recommendation for the customer, we crafted a plan that would meet the customer's needs and exceed their expectations.

We recommended that the customer leverage Vitamin A, a unique service offering developed by Continuant that is unmatched in the industry.

Through Vitamin A, the customer was able to keep their contract with Avaya in place and supplement its additional needs through Continuant. While the customer waited for their Avaya contract to expire, they began leveraging Continuant for Remote Incident Management, rapid resolution, and proactive system monitoring. The customer plans to transition its entire infrastructure to a Continuant Managed Services contract when its current Avaya contract expires.

## Why Supplement an Existing Contract? Customer Challenges & Solutions

### Remote Support

A big part of Vitamin A is supplementing what the customer isn't getting now from their Avaya contract. The customer requires that incidents be resolved remotely.

### Solution

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 also provides the customer of 24/7/365 access to access to Tier 3 Engineers.

### Provide a single point of contact

The customer puts a lot value in the customer service it is experiencing with its vendors. 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 Named Account Manager (NAM) that is empowered to utilize the Continuant teams' multi-OEM experts and resources.

This customer's NAM has built a strong relationship centered on trust. The customer views Continuant and its NAM as an extension of its team, and a long-term partner in unified communications support.

### Rapid Incident Resolution

As a retailer, this customer requires incidents to be resolved as soon as possible to keep its retail customer experience at its highest. The customer's current Avaya contract leaves this need unfulfilled far too often.

### Solution

Continuant provides the customer with rapid resolution of incidents when the manufacturer contract isn't hitting the mark.

## What is Vitamin A?

*The Vitamin A(VAYA) Supplement is designed to complement your existing Avaya support contract. Whether you require services that are not part of your Avaya support contract or you feel that the services you receive from Avaya are sub-par, Continuant's Vitamin A solves the deficiency.*