



## **At Continuant, Customers Come First.**

**Our customer-centered service culture is an essential part of who we are, and drives our day-to-day operating philosophy. By building long-lasting partnerships and collaborating with our customers to identify their needs, Continuant provides innovative solutions and a hassle-free experience.**

## **A Unique Voice and Data Maintenance Provider**

Since our inception in 1996, Continuant's mission has been shaped by our customers. Our founders did not set out to reinvent the telecom industry. But, as they spoke to business owners and executives, they heard about the need for efficient, cost-effective services to support voice and data equipment from multiple manufacturers. It became apparent that no single company or manufacturer placed post-installation service and support as its single highest priority. As a result, Continuant created a new business model based on the premise that customers have the right to receive maximum longevity and value from their technology investments. Continuant developed a portfolio of voice and data services independent from the manufacturer, designed to prevent downtime, protect investments, ensure accountability, and provide convenience for our customers.

## **Market Evolution**

Continuant has a proven track record of leadership in delivering comprehensive maintenance solutions for enterprise communications systems. Initially offering installation and support services for traditional key and PBX systems, Continuant has expanded to address customer needs in other markets such as Unified Messaging and VoIP. As the network quickly evolved to become the backbone of company communications, and traditional voice and data became Unified Communications, Continuant developed new technologies and service offerings to fulfill the needs of our customers, including the new MyContinuant™ Customer Portal.

## **Solutions**

Independence from the manufacturer enables Continuant to provide unbiased consultation and certified support for equipment from most of the major communications technology manufacturers such as Cisco, Avaya, Nortel, and Siemens. And, by offering the industry's best service level agreements, Continuant empowers our customers with guaranteed accountability and peace of mind. Continuant services are provided by one of the industry's largest and most reliable networks of highly qualified technicians and engineers. Our balanced approach to continuity maximizes uptime, reduces operating expenses, and provides every customer with a single point of contact.