



## **MAINTENANCE ADVANTAGE PLAN**

**Your telecommunications systems are one of your most essential assets, with the power to increase sales, improve customer service, and integrate with nearly every business practice. That is why so many leading companies choose Continuant.**

Continuant's Maintenance Advantage Plan is an innovative, affordable alternative to manufacturer maintenance plans. By providing around-the-clock support, hassle-free access to certified engineers, and reinventing Service Level Agreements (SLA) to provide greater levels of accountability, Continuant has revitalized telephone system maintenance.



## **Continuant's Maintenance Advantage Plan provides our customers with proactive diagnostics, dashboard visibility, and real-time alerts. And, most importantly, Peace of Mind.**

### **Accountability**

Continuant promises to fulfill our responsibilities to protecting your systems by providing a guaranteed Time to Restore. If we ever miss our agreed upon SLA, we will credit your account 50% of that month's maintenance billing.

### **100% Guaranteed**

If for any reason you are not completely satisfied with our service, you may cancel your agreement during the first year of coverage with no penalty.



**INNOVATIVE  
INDEPENDENT  
AFFORDABLE  
PEACE OF MIND**

### **Affordable**

Continuant's Maintenance Advantage Plan saves our customers an average of 20-30% over manufacturer maintenance plans. And our customer-centered approach delivers more responsive service and better results.

### **Proactive Prevention and Protection**

Every customer is assigned a Continuant project manager and a manufacturer-certified engineer who conducts a Maximum Uptime Analysis™ of your covered systems. Each system is accurately documented and then analyzed for potential problems. The results of the Maximum Uptime Analysis™ are then delivered to you with recommendations to improve reliability, security, and maximum uptime.

### **Accessible**

A manufacturer-certified engineer who understands your systems is just a phone call away, with virtually no wait, 24x7. Continuant's Maintenance Advantage Plan provides unrestricted access to technical support for easy resolution of repair issues. Our Tier 3 engineers are also available to provide the support you need for your MAC work, or answer any questions that you may have regarding the day-to-day administration of your systems.

### **Single Point of Contact**

Each customer is assigned a dedicated Continuant Account Manager and team who knows your systems and your expectations. Continuant provides you with a single point of contact that will proactively work with you to ensure that your uptime is maximized.

### **Real Time Alarm Monitoring and Resolution**

Continuant uses advanced proactive diagnostics and real-time alarm monitoring to ensure your systems are protected 24x7x365. Continuant engineers, who can make objective decisions and conduct trend analysis in real time, respond to 100% of all alarms.



## **DID YOU KNOW?**

Industry analysis indicates that the cost of providing maintenance has decreased over the last ten years, while manufacturer maintenance prices have increased. Continuant leverages investments in new technology and increased efficiency to lower costs, and passes the savings on to you.



## Flexibility and Fairness

If you replace a system under coverage, you choose whether to transfer the coverage to the new system or remove the coverage. And, if your system configurations change during the year, your coverage can change with them. Or, in the event of a site closure, you can remove the system from coverage with no penalty.

## Complete Parts and Labor Warranty

Continuant will immediately replace any failed component under coverage. Continuant guarantees that all of your critical components will be kept in stock at all times.

## Customized Alarm Notification

As part of the Maximum Uptime Analysis™, we will identify how each customer wants to be notified of system alarms, and customize our notification accordingly. In addition, the status of all alarms can be viewed in real time through the MyContinuant™ Customer Portal.

**“I DON’T THINK YOU  
CAN FIND ANYBODY  
THAT IS MORE CUSTOMER  
FRIENDLY, MORE HELPFUL,  
MORE KNOWLEDGEABLE  
THAN THIS COMPANY.”**

~Robert Baker, South Carolina  
National Guard

## Simplified Billing

Unlike the manufacturer’s bills, Continuant’s bills are simple and can be customized to your specific billing requirements. Any billing issues that arise are resolved immediately.

## Managed On Site Critical Spares

As part of our Maximum Uptime Analysis™, Continuant conducts a critical analysis of all system components. These components can then be stocked on the customer’s site. Replacement of failed components takes minutes... not hours.

## Preventive Maintenance

Continuant will provide an annual inspection of your system to ensure that it is in proper working condition. We will report back to you. When was the last time your existing vendor performed preventive maintenance?

**A UNIQUE VOICE AND DATA MAINTENANCE PROVIDER**



**To learn more, call us at 800 652-9920  
or visit us at [Continuant.com](http://Continuant.com)**