

IP Maintenance Advantage Plan

With increasing competition and constrained economic conditions the consequences of downtime are greater than ever. IT departments often face tremendous pressure to improve network performance while reducing overall network operating costs.

The Continuant IP Maintenance Advantage Plan (iMAP) is an innovative, affordable alternative to manufacturer's maintenance plans. Providing direct, anytime access to certified technical experts, rapid hardware replacement, and industry-leading time to restore service level agreements, Continuant iMAP helps you maximize the uptime and efficiency of your voice, data, and wireless IT infrastructure.

Innovative Maintenance for Voice, Data, and Wireless

Continuant iMAP includes the following support services:

- Unlimited, anytime access to manufacturer certified engineers in the Continuant TAC
- Continuous 24/7/365 remote monitoring of your systems
- On-site field engineer service and support
- Advanced hardware replacement anywhere in the USA
- Industry-leading Time to Respond and Time to Restore guarantees
- Complete coverage and support of multi-vendor environments

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.

Accountability

Continuant promises to fulfill our responsibilities to protect your systems by providing a guaranteed Time to Respond and Time to Restore. If we ever miss our agreed upon Service Level Agreement (SLA), we will credit your account 50% of that month's maintenance billing.

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 network is just a phone call away, with virtually no wait, 24/7/365. Continuant iMAP provides unlimited access to technical support for efficient resolution of network issues. Our product experts are also available to provide the support you need for configuration changes, or to answer any questions you may have regarding the day-to-day administration of your IT infrastructure.

Real Time Alarm Monitoring and Resolution

Continuant uses advanced diagnostics and secure, real-time alarm monitoring to ensure your systems are protected 24/7/365. Continuant engineers, who can make objective decisions and conduct trend analysis in real time, respond to 100% of all alarms. In addition, Continuant will monitor across multiple vendor platforms providing you with complete network visibility with a single source solution.



Continuant iMAP provides your IT staff direct, unlimited access to Continuant Technical Assistance Center (TAC) engineers, dashboard visibility through the MyContinuant Customer Portal, and continuous 24/7/365 monitoring of your voice, data, and wireless IT infrastructure. Your network issues are resolved quickly and efficiently resulting in maximum uptime.

Flexibility and Fairness

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

No End-of-Life or End-of-Support Announcements

Full maintenance coverage is available for IT equipment currently considered “End-of-Life” or “End-of-Support” by the manufacturer. Continuant guarantees that we will provide full maintenance and support on your legacy IT equipment for the life of our agreement. We will not announce “End-of-Life” or “End-of-Support” and will not pressure you to upgrade.

Complete Parts and On Site Labor Warranty

Continuant guarantees that all of your critical components will be kept in stock at all times. Should a component fail, Continuant will immediately dispatch an engineer to your site to replace the failed component.

“I enjoy working with Continuant because they have rapid response time and their engineers are so friendly and knowledgeable.”

- Amy Yinger, Columbia Machine



INNOVATIVE
INDEPENDENT
AFFORDABLE
PEACE OF MIND

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.

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 network to ensure that it is in proper working condition, and will report the results back to you. When was the last time your existing vendor performed preventive maintenance?

Did you know...

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



A unique voice and data maintenance provider

To learn more, call us at 800.652.9920 or visit us at www.continuant.com