

World-Class Third-Party Maintenance for PBX Phone Systems

Designed specifically for large organizations that want to extend the life of their PBX phone system when manufacturer support ends, our Maintenance Advantage Plan (MAP) allows you to continue to rely on your phone system for as long as you need.

BASE MAP INCLUDES

Event Management: 24/7 system monitoring and customer notifications for pre-defined critical system components.

Hardware Replacement: Guaranteed worldwide parts replacement for covered equipment in case of defective equipment.

Incident Management: Remote diagnostics, troubleshooting and support for onsite personnel to minimize business impact in case of incidents.

Change Management: Clear process for assessing, controlling, managing and implementing changes to customer infrastructure.

Global Service Desk: 24/7 access to dedicated US- based representative for troubleshooting, diagnostics, service requests, escalations and tech support.

Service Level Management: Proactive performance tracking to meet negotiated Service Level Agreement targets.

WHAT SETS MAP APART

- No required software support
- No required system upgrades
- Access to Tier 3 engineers
- Guaranteed (tested) parts
- 24/7 Global US-based service desk
- Save up to 40% on maintenance & support for your phone system

OPTIONAL MAP SERVICES

- 8-to-5 Onsite Incident Management
- 24/7 Onsite Incident Management
- Simple Service Request
- Complex Service Request
- Onsite Critical Spare Equipment
- Telephones & Attendant Console Coverage
- Carrier Services Management

SUPPORTED OEMs



Some of the Fortune 500 Companies We Have Served



Transition to the Cloud

2020 GLOBAL MICROSOFT PARTNER OF THE YEAR

As the 2020 Global Microsoft Partner Award winner for Calling & Meetings for Microsoft Teams Continuant can continue to support your PBX while designing and deploying Microsoft Teams for your organization, all under the same contract and without lapse in system uptime.

ABOUT CONTINUANT

- 24+ years in business
- 5.5m+ PBX users served
- 1000+ Support partners
- 40+ countries
- Veteran-owned business

[REQUEST A QUOTE](#)

Or call the number below to talk with one of our Solutions experts.