Continuant

HIGHER EDUCATION

AI is one line on your campus voice bill. Continuant handles the rest of it too.

Most campuses pay five vendors for one phone call: carrier, phone system, contact center, E911 and now AI. Continuant puts them on one partner, which is where the savings and better outcomes really add up.

30+ yrs
in voice

10
colleges and universities served

2x
Microsoft Partner of the Year

University of Georgia · University of San Diego · Berklee College of Music · Clover Park Technical College · New Mexico Military Institute · Lower Columbia College

THE PROBLEM

Five contracts. Five renewals. Nobody owns the outcome.

CONTRACT 1	Carrier / SIP trunks
CONTRACT 2	PBX maintenance (Avaya, Cisco, Mitel, Nortel)
CONTRACT 3	Contact center licenses
CONTRACT 4	E911 / location vendor
CONTRACT 5	AI pilot

→

WITH CONTINUANT

One partner. One invoice. One number to call.

Carrier, platform, contact center, E911, network and AI on a single agreement, with one team accountable for the whole call path.

WHAT CHANGES FOR THE CABINET

Outcomes the CIO and CFO can both sign.

A smaller recurring bill

When budgets are being cut, the monthly number is what moves. Carrier and vendor consolidation show up there, not in an ROI deck.

Modernization without a cutover

Move to Teams, Zoom or Webex on your schedule, in parallel, traffic moved on your sign-off.

Security and compliance you can say yes to

E911 (Kari's Law, RAY BAUM's Act) across campus, and student data you can point to.

One accountable partner

Deployment, support and pricing controlled by Continuant, not four vendors pointing at each other.

WHAT WE RUN FOR CAMPUSES

- **Carrier services**
  SIP trunking and consolidation of the carrier contracts behind every campus line. Keep your carrier while under contract.
- **Contact center (CCaaS)**
  Cloud contact center for the help desk, admissions and advising queues, with reporting that follows the student. Five9 and others.
- **Network, NOC and PBX support**
  24/7 NOC, Tier III engineers for Avaya, Cisco, Nortel and Siemens, managed services after the migration. AV too.
- **Cloud and UCaaS modernization**
  Microsoft Teams Phone, Zoom Phone, Webex Calling. Analog devices, elevators, fire alarms and legacy PBX carried forward.
- **E911 compliance**
  Dispatchable location on every call, every building, every platform. Kari's Law and RAY BAUM's Act handled inside the voice environment.

CONNECT AI

AI is the number one IT issue on the EDUCAUSE 2027 list. This is the one you can turn on without a migration: voice agents by department, an AI front door, call intelligence. See the ConnectAI one-pager.

PROOF

Campuses that trusted us with their phones.

Baylor University

50 analog gateways

carried into a campus-wide move to Microsoft Teams Calling, so elevators, fire alarms and security lines kept working while 20,000 students got a modern phone system.

The University of Akron

1 weekend

to stand up a cloud contact center for a 50-technician help desk serving about 20,000 undergraduates, when the plan said summer.

Cornell University

16,000+ users

across a 745-acre campus, supported at lower cost after an RFP, with Continuant advising on the path to Cisco or Microsoft UC so the next migration is planned instead of forced.

HOW WE START

1. **Campus voice review**
   Your carrier, PBX, contact center and E911 contracts on one page, plus a call audit from records you keep.
2. **A roadmap you can hear**
   Where the bill comes down, what moves to cloud and when, which lines ConnectAI takes first. Built in parallel.
3. **Move on your sign-off**
   Traffic moves when your team says so. The old path stays behind it. One agreement replaces five.

Get a campus voice review before the next renewal.

One conversation, your contracts and your call records. You see the number before you spend anything.

Schedule the review →

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