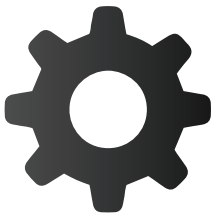


Continuant Managed Services (CMS)



Managed Services Plans

Our Managed Services Plans enable you to choose the right services to meet your needs. Basic is a great option if you're looking for 24/7 access to a partner when issues arise, providing experienced engineering to bolster your team. Our Extended and Premium Plans are more comprehensive. They offer complete insight into your systems with monitoring and management. This proactive approach gives peace of mind knowing we are notified of potential incidents before problems arise. We work continuously to improve the health of your systems.



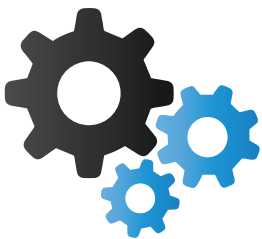
BASIC

Basic provides clients with 24/7 live customer support through our global service desk and network operations center. Our customer service representatives, account managers, and engineers are always available, day or night.



EXTENDED

Extended adds to Basic with real-time monitoring and analytics for clients who need more advanced managed services. Extended takes a proactive approach to managing our clients' environments by resolving potential incidents before they become problems.



PREMIUM

Premium is designed to meet the needs of our clients' most sophisticated Unified Communications and Audio Video environments. We work alongside you as a member of your team. You have constant access to our top engineers and optional staff augmentation from our customer experience team. Our 24/7 remote analytics, monitoring, and management provide all you need for even your most sophisticated systems.

Contact us today:

(800) 394-0308
continuant.com
sales@continuant.com



v3 Oct 21

Continuant Managed Services (CMS)



CMS Basic

PLAN INCLUDES:

- **Service Asset and Configuration Management** - Continuant will maintain configuration data of all Covered Equipment to enhance response times when an issue arises in the system.
- **Remote Incident Management** - Incident management ensures normal service operation is restored as quickly as possible and business impact is minimized.
- **Change Control** - The primary goal of this service is to ensure all potential risks of performing changes are documented and communicated.
- **OEM Management** - We will be your single vendor to manage support tickets with the various OEMs in your environment.
- **Preventative Maintenance (Meeting Rooms Only)** - Continuant will keep track of the maintenance requirements for the Meeting Rooms in your environment and fulfill them on time to ensure you get the most out of your systems.
- **Service Portal** - Utilize the service portal to submit requests directly to us instead of calling or sending an email.
- **Onsite Incident Management (T&M)** - Continuant can dispatch high quality technicians nearly anywhere in the world. While many of our services are handled remotely, rest assured we can get the right technician onsite.
- **Service Requests (T&M)** - You can rely on us to complete all service requests in a timely manner, so your IT experts can focus on other business priorities.

Continuant Managed Services (CMS)



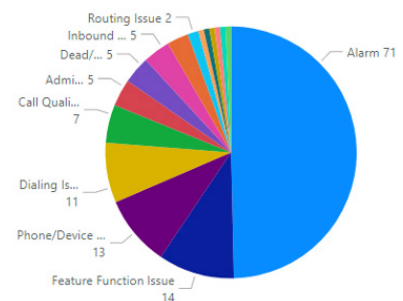
CMS Extended

PLAN INCLUDES CMS BASIC PLUS:

- **Event Management** - Event management is a foundational element of Continuant's proactive approach to support and includes remote monitoring and management of events for system components.
- **Root Cause Analysis** - Some incidents require more in-depth analysis as to why they're occurring. We will have an engineer diagnose the root cause and provide a corrective action analysis plan.
- **Technical Assistance Center (TAC)** - Sometimes your techs need additional advice and consultation. Our engineers are available to answer your technical team's toughest questions.
- **Service Level Management** - Continuant's Service Level Management provides strict adherence to performance metrics and monthly reporting needed to get the most from your system and create paths for continuous improvement.

OPTIONAL SERVICES:

- 3rd Party Vendor Management
- Voice Network Readiness and Performance
- Device as a Service
- Staff Augmentation



Continuant Managed Services (CMS)



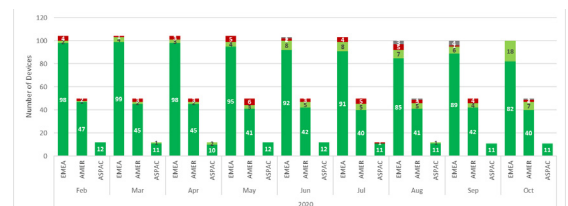
CMS Premium

PLAN INCLUDES CMS EXTENDED PLUS:

- **Change Management** - Continuant’s Change Management service ensures all changes to your collaboration environment are done safely and on time while eliminating potential risks associated with change.
- **Problem Management** - If problems arise in your collaboration environment, Continuant will manage the lifecycle from start to finish with a focus on preventing further instances of the problem.
- **Utilization Management** - To achieve the best performance from your systems, they often need to ensure the utilization and capacity are set at optimal levels.
- **Availability Management** - Continuant will help you maximize the availability of your collaboration environment by identifying any unplanned downtime, monitoring, and reporting on uptime, and implementing availability thresholds.
- **Release Management** - Continuant can help you keep your software current to maximize performance. We will evaluate OEM software releases and features and then provide recommendations for implementation and adoption.

OPTIONAL SERVICES:

- 3rd Party Vendor Management
- Voice Network Readiness and Performance
- Device as a Service
- Staff Augmentation



Metric	Peak										ABWH										Mean											
	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-02	2020-03	2020-04	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11		
Function	12%	36%	59%	83%	100%	100%	100%	100%	100%	4%	25%	48%	72%	94%	100%	100%	100%	100%	100%	4%	24%	48%	72%	94%	100%	100%	100%	100%	100%			
Req	7%	7%	5%	7%	14%	43%	34%	30%	300%	4%	4%	4%	6%	12%	7%	54%	300%	4%	3%	4%	3%	5%	8%	4%	6%	6%	6%	6%	6%	6%	6%	6%
Req	38%	38%	35%	33%	34%	35%	43%	38%	35%	7%	2%	10%	12%	7%	13%	12%	14%	6%	8%	10%	12%	5%	8%	6%	10%	10%	10%	10%	10%	10%		
C	48%	47%	45%	47%	47%	48%	50%	51%	53%	42%	44%	43%	45%	46%	46%	47%	46%	46%	42%	42%	42%	44%	46%	46%	46%	47%	46%	46%	46%	46%		
C	38%	48%	48%	48%	48%	48%	48%	48%	48%	38%	42%	48%	48%	48%	48%	48%	48%	48%	38%	42%	48%	48%	48%	48%	48%	48%	48%	48%	48%	48%		
Req	2%	7%	7%	8%	7%	7%	11%	13%	6%	3%	6%	6%	6%	7%	8%	9%	11%	13%	4%	3%	6%	6%	7%	8%	9%	10%	10%	10%	10%	10%		
Req	23%	32%	16%	13%	23%	15%	13%	10%	44%	10%	6%	7%	8%	12%	13%	6%	7%	18%	8%	6%	6%	7%	11%	12%	5%	7%	10%	10%	10%	10%		
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Req	33%	33%	34%	34%	35%	34%	3%	11%	41%	33%	32%	32%	33%	34%	3%	7%	8%	7%	33%	11%	13%	13%	13%	13%	13%	13%	13%	13%	13%			
C	44%	41%	41%	41%	39%	39%	39%	35%	35%	41%	39%	39%	38%	35%	35%	35%	37%	37%	40%	37%	38%	37%	36%	36%	36%	36%	36%	36%	36%	36%		
Req	5%	7%	15%	14%	14%	11%	13%	17%	40%	4%	5%	7%	8%	10%	9%	11%	5%	11%	3%	5%	6%	7%	9%	7%	11%	11%	11%	11%	11%			

Continuant Managed Services (CMS)



Plan Comparison

Plan Services:	<u>BASIC</u>	<u>EXTENDED</u>	<u>PREMIUM</u>
Service Asset and Configuration Management	✓	✓	✓
Remote Incident Management	✓	✓	✓
Change Control	✓	✓	✓
OEM Management	✓	✓	✓
Preventative Maintenance	✓	✓	✓
Service Portal	✓	✓	✓
Onsite Incident Management (T&M)	✓	✓	✓
Service Requests (T&M)	✓	✓	✓
Event Management		✓	✓
Root Cause Analysis		✓	✓
Technical Assistance Center (TAC)		✓	✓
Service Level Management		✓	✓
Change Management			✓
Problem Management			✓
Utilization Management			✓
Availability Management			✓
Release Management			✓
Optional Services:			
3rd Party Vendor Management		✓	✓
Voice Network Readiness and Performance		✓	✓
Device as a Service		✓	✓
Staff Augmentation		✓	✓