# Article information:

University of Georgia Case Study
<https://www.continuant.com/success-stories/university-of-georgia>

# Article summary:

1. The University of Georgia (UGA) is a top-ranked university that has been using an Avaya system for a long time, with help from Continuant.

2. UGA needed to migrate to an AVST CX-E enterprise UC solution with 48 ports supporting over 6,000 users and access to tier 3 engineers for troubleshooting.

3. Continuant provided quick problem resolution and upgraded the University’s messaging system without pressure to upgrade the PBX system.

# Article rating:

Appears moderately imbalanced: The article provides some useful information, but is missing several important points or pieces of evidence that would be required to present the discussed topics in a balanced and reliable way. You are encouraged to seek a more balanced perspective on the presented issues by exploring the provided research topics and looking at different information sources.

# Article analysis:

The article is generally reliable and trustworthy in its reporting of the University of Georgia's use of Continuant's services. The article provides background information on UGA, as well as details on the challenge they faced in migrating their Avaya system and how Continuant was able to help them. It also includes quotes from Dennis Tyler, the account executive assigned to UGA, which adds credibility to the article.

However, there are some potential biases in the article that should be noted. For example, it does not explore any counterarguments or present both sides equally; instead it focuses solely on how Continuant was able to help UGA with their migration process. Additionally, there is promotional content throughout the article that could be seen as biased towards Continuant's services.

Finally, there is no mention of any possible risks associated with using Continuant's services or any other potential solutions that UGA may have considered before deciding on this one. This could lead readers to believe that this was the only viable option for UGA when in fact there may have been other options available that were not explored or discussed in the article.

# Topics for further research:

* Avaya system migration risks
* Alternatives to Continuant services
* University of Georgia IT challenges
* Pros and cons of Continuant services
* Benefits of Avaya system migration
* University of Georgia IT solutions

# Report location:

<https://www.fullpicture.app/item/3c1740eef1bb45f02818ea0a9cb52f23>