



UNIFIED COMMUNICATION



CONTACT CENTER



NETWORKING



MULTI-VENDOR MANAGEMENT

ALTURA
communication solutions



MANAGED
SERVICES

Managed Services In The Cloud

Gain the Altura Advantage so you can focus on your core business initiatives.

Altura Sentinel Edge Cloud Service

In today's multifaceted and complex environments, there's a growing need for unified communications to be both highly visible and proactively managed. Accessing critical information in real time in voice and data networks, traditionally has required various discrete management tools, costly fixed licensing, numerous on premise servers, and added management administration.

There's now a better solution...

Altura Sentinel Edge Cloud Service, which provides proactive management across multi-vendor communication applications. It's an ITIL service management platform that delivers upon the need for transparency, and efficiency when supporting complex multi-vendor communications environments.

Altura Sentinel Edge Cloud Service is an integrated toolset delivered as a hosted service to you. It has been designed to complement existing support strategies as well as eliminating the need for on-site management servers, licenses and additional overhead.

Altura Delivers An Effective, Pro-Actively Managed Tool

Altura Sentinel Edge Cloud Service will identify, and help prevent an issue before it happens.

- Delivered from the cloud connected with a single appliance, with outbound web based real time reporting.
- No licensing required.
- Use only what you need.
- Delivered using secure and reliable cloud infrastructure.

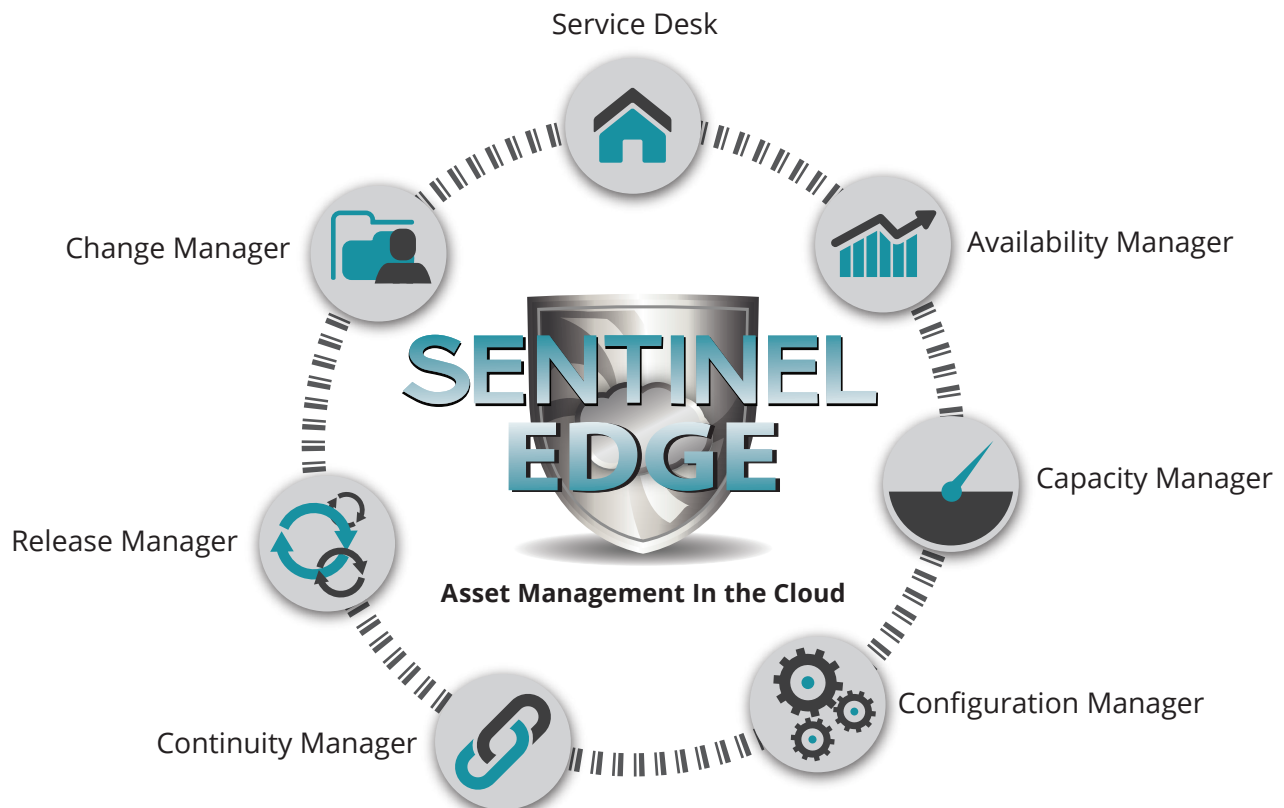


Asset Management In the Cloud

MANAGED SERVICES

Altura Sentinel Edge Cloud Service comes with several service modules providing critical functions for proactively managing communications applications. You can mix and match these modules to complement your own managed services. Proactive management of your voice and data network saves money and improves efficiency:

- Save money by monitoring your trunking usage, gateway usage, eliminating unused licensing and associated monthly maintenance for underutilized assets.
- Reduce response time and expense to resolve an issue by pin pointing the problem to the exact server, trunk, card, or phone. No guessing, no finger pointing.
- Remote resolution saves time and expense versus rolling people and assets.
- Use historical information to your advantage and go back in time up to 1 year to review an exact call trace or trunking usage.
- Increase quality of service by measuring capacity by time of day, down to the exact server and or gateway.





MANAGED
SERVICES

SENTINEL EDGE CLOUD SERVICES

AVAILABILITY MANAGER

Availability Manager increases application uptime. It goes beyond alarm monitoring – automatically performing corrective actions that greatly enhance availability.

Availability Manager includes an ever-growing knowledge-base which links known problems with proven actions to quickly prevent business interruption. When an alarm is received, Availability Manager will attempt to automatically resolve the issue by running scripts against known problems. Availability Manager includes a Workflow Engine allowing actions to be tailored on a per alarm, per customer basis.

CONFIGURATION MANAGER

Configuration Manager provides a real-time view of your unified communications assets, providing valuable data for asset tracking, design and planning.

Manually gathering configuration management data is time consuming, costly and quickly becomes out of date. Configuration Manager automates this function by continually collecting asset information presenting it in a relevant and easily understandable Configuration Management Database (CMDB). The CMDB includes the status and location of hardware assets, license volumes, firm ware and software versions right down to the handset. Configuration Manager also includes As-Built Schematics which provide a graphical presentation of unified communications networks. These as built schematics are automatically updated so you can be confident you are always looking at up to date information.

CONTINUITY MANAGER

Continuity Manager assists with rapid systems recovery in the event of a catastrophic failure.

It regularly collects and stores vital back up data, which can be used as part of the recovery process. Configuration data is held in our securely hosted facility and can be easily retrieved through the Service portal.

RELEASE MANAGER

Release Manager mitigates risk by managing software version control. Release Manager includes a configurable Definitive Software Library storing the latest releases from the manufacturer.

Any variations between the Definitive Software Library and the CMDB are then reported to you via the Service Desk Portal.

CAPACITY MANAGER

Capacity Manager provides real-time and historical capacity information enabling you to forecast resource needs and identify constraints.

Capacity Manager includes reports covering licensing, media boards, announcement ports, processors, voice and data network utilization. Capacity reports are aggregated from multiple sources then simplified into an easily understood graphical format. Capacity Manager delivers a valuable insight into hardware and software assets, network usage, internal resource utilization and individual component performance.

SERVICE DESK

Service Desk is a centralized interface for communication, escalation, reporting and customer interaction.

Using Service Desk you can manage users, communication, SMS and email notification, and manage on-line service requests. With Service Desk you can also create scheduled reports. This allows you to set up frequently viewed reports and have them sent to your in box at regular intervals.

VOICE QUALITY MONITORING (VQM)

Voice Quality Manager monitors and reports on the clarity of audio of calls across distributed networks. It also isolates components of a network which are causing poor voice quality.

Voice Quality Manager is a critical tool for converged networks as poor voice quality, echo, or distortion, are commonly reported problems by end users and can be very difficult to isolate.

CHANGE MANAGER

Change Manager maintains a common view of system changes and is the perfect tool for audit purposes and problem resolution.

Change Manager quickly identifies potential connections between changes to individual solution components and subsequent incidents. Change Manager uses this information to direct engineers in the right direction, first time.

MANAGED
SERVICES

Avaya Solutions Supported by Altura Sentinel Edge Cloud Service

- Communication Manager
- IP Office
- Application Enablement Server
- Aura Messaging
- Modular Messaging
- Session Manager
- Call Management Server
- Session Border Controller
- System Manager
- Elite Multichannel
- Experience Portal
- Interaction Center,
- Operational Analyst
- Proactive Contact

About Altura

In today's multifaceted and complex environments, Altura delivers innovative applications for Unified Communications, Service Management and Contact Centers nationwide.

The people of Altura bring vast amounts of experience in delivering software, hardware and support.

GAIN THE **ALTURA** ADVANTAGE

No other organization comes close to Altura's dedication and focus on customer satisfaction. With Altura, you'll enjoy the industry's best service and the best customer experience possible.

To experience it for yourself, call us at **1-800-654-0715** or visit us online at **www.alturacs.com**