

# The Value of Altura Managed Services



24/7 Coverage

Diagnostics

Live Support

Security

**AVAYA**

**BUSINESSPARTNER**  
Platinum

## THE VALUE OF ALTURA

### Managed Services and Support Plan

Your communication systems are critical for your business. Any void in maintaining or servicing them could lead to a catastrophic “out of business” condition until they are functioning again. Therefore, a highly valued, proactive Managed Services and Support plan is essential to protect and maintain your communication systems. We believe “always on” monitoring, proactive response, and a cost control support plan is a mandatory requirement for “peace of mind” service planning.

Altura understands the ongoing service and support of your communication’s system and network.

SUPPORT AND SERVICE AGREEMENT	BUSINESS VALUE
ALWAYS ON COVERAGE: 24/7 Monitoring	Continuous, 7-day-a-week, 24-hour-a-day systems monitoring. Any system alarm as it occurs.
DIAGNOSTIC: Altura SENTINEL Monitoring System Tools	On call 24/7 to diagnose and resolve system alarms. Within seconds of an alarm, Altura begins taking action to resolve the problem. The majority of all system generated alarms can be resolved remotely. Altura goes further by letting you know what the alarm is for and what action we took. No other vendor goes to this length to inform their customers.
LIVE TECHNICAL SUPPORT: Unlimited Service Calls	Full access to Altura service resources – MONITORING Systems 24/7 and to unlimited live technical and help line support during 8 to 5 business hours.
PRIORITY RESPONSE: High Touch Service	Alarms that cannot be resolved remotely addressed with a 4-hour on-site response objective. Nationwide network of over 150 trained Altura field engineers.
INTELLIGENT RESPONSE: Intelligent Onsite Dispatch	With information gathered via remote monitoring, an Altura engineer is ready to resolve the issue the very first time – minimizing return visits and downtime.
AFTER HOURS SUPPORT: On-Site Service	Upon request – priority and out-of-hours service can be provided to resolve any failures. You save money. Service provided outside your selected coverage hours is billed at preferred rates.
NEW PARTS AVAILABILITY: Replacement Parts	Replacement parts and related labor included in the Managed Service Support Agreement. For customers requiring replacement parts but not requiring an on-site engineer, parts can be shipped overnight for next day delivery.



**THE VALUE OF ALTURA**  
 **Managed Services and Support Plan**

Along with a full 12 month warranty on new hardware replacement parts and 12 month warranty on software, Altura is your answer to support your Avaya for today and tomorrow.

Additional benefits of securing your communication system with an Altura Managed Services and Support agreement. See our additional services listed on the right.

Altura is the number 1 rated PBX maintenance service provider for 9 consecutive years. We know what it takes for our customers to be supported in the best way possible.

Please visit us at [www.alturacs.com](http://www.alturacs.com) or call us at 1-800-674-0415

SUPPORT AND SERVICE AGREEMENT	BUSINESS VALUE
<b>PROACTIVE MANAGEMENT:</b> Avoid problems and issues	Altura SENTINEL Monitoring Systems evaluate systems on an ongoing basis and identify conditions that may cause critical resource issues. e.g. ... voice and data delay caused by limited bandwidth, disk space, processing capacity, etc.
<b>EMERGENCY HELP:</b> Emergency Service Support	If a flood, fire, storm, or other unforeseeable disaster occurs, your ability to communicate is a priority – Altura moves into action, providing fast and effective mobilization of resources and equipment to restore basic phone service to your business and providing an interim switch for temporary service, if necessary.
<b>CRITICAL UPDATES:</b> Software and Firmware Patches and Services Packs	Altura provides ongoing system reliability through valuable service packs and critical patches when necessary. Updates keep systems current and operating with high availability.
ADDITIONAL SERVICES	BUSINESS VALUE
<b>SINGLE POINT OF CONTACT:</b>	Provides a designated Managed Services and Support team that is familiar with your business in order to provide a fast and personalized service. Altura provides a team that knows your equipment, your network and customer expectation. Managed Services and Support issues are managed to help ensure that each case is handled efficiently and effectively.
<b>REMOTE BACKUP ADMINISTRATION:</b>	Remote Backup Administration provides remote system software backup for a company’s communication systems. Each customer location has software translations backed up at a pre-determined date and time. The copied translations are stored on secure, redundant servers at an agreed upon location.
<b>CONSULTATIVE PERFORMANCE MANAGEMENT:</b>	Performance Management provides an ongoing assessment to help ensure that system and network component capacity continues to meet customer’s needs. This includes monitoring, measuring, and reporting on the physical capacity, utilization, processor capacity, and data storage allocation of a given system, and can make recommendations regarding additional capacity as needed.
<b>IP PBX SECURITY SERVICES:</b>	You can take proactive measures to secure your communication systems from being compromised or used fraudulently. These services, available at preferred rates, include an IP PBX Security Assessment and an IP PBX Security Lockdown. An Assessment provides an in-depth review of the PBX system to identify vulnerabilities and recommendations for mitigating these risks.