



Premium Network Operations Center Services

Data Networking: gain the Altura Advantage 24 x 7, 365 days a year

Altura's Network Operations Center (NOC) provides monitoring support and maintenance support for mission critical networks, eliminating the need to hire additional staff and associated requirements.

We Monitor and Protect Your Voice and Data Network Infrastructure

Delivered through our state-of-the-art NOC, Altura has created Sentinel Plus – a premium customer-centric service designed to monitor and protect your entire voice and data network infrastructure, including communication servers, networks, applications, databases and end devices. This offering provides true value to your company by providing:

- Maximum availability of the communication and data network
- Maximum quality of service for voice calls
- Performance visibility of the IT infrastructure
- Current patch and release level insurance
- Fastest service triage, and remediation time through instant visibility, and historical tracing
- Flexibility to changing application and technical environment
- Redundancy and Business Continuity provided through the cloud
- 24x7 Monitoring and remediation of servers, networks, applications, databases and workstations
- Cost reduction through identification of over subscription of licensing and trunking
- Increased capabilities without internal resources
- Minimum number of false-positive tickets
- Service and support of over 15,000 systems
- Staffing including Tier 2 and 3 network engineers
- Support through Altura's Technical Assistance Center
- Support through Altura's Professional Services



PROTECTS YOUR NETWORK

Altura's Sentinel Shield covers a group of services and solutions that protect your business. To ensure we have you covered, Altura holistically monitors the performance of all your communications from our Network Operations Center in Fullerton, California and Disaster Recovery Center in Phoenix, Arizona .



PREMIUM VOICE AND DATA NETWORK MONITORING

Altura simplifies the process of monitoring and maintaining your communications networks and applications. We keep our customers informed of the health status of their communication and data network. 98% of the system alarms are cleared remotely before they become a network issue, and we report all alarms identified, along with the corrective action implemented.

When a system alarm is triggered, proactive steps are immediately implemented to prevent an incident or system outage before it occurs.

Our number one goal is to provide the highest level of monitoring and remediation performance, which enables our customers to focus on their business strategic objectives.

DELIVERING VALUE

Altura's top-rated service and support provide peace-of-mind service for your entire IP telephony infrastructure. Our team quickly identifies any issue throughout your voice and data network and proactively addresses it to prevent a system outage before it happens. In the event of an incident, our cloud-based monitoring system automatically notifies our NOC technical engineers. If the incident is not resolved remotely, our NOC will dispatch a service call one of our nationwide 26 service locations for an on-site response and remediation.