

MANAGED
SERVICES

Managed Services Solutions

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

ALTURA ADVANTAGE

More than 6,000 businesses and organizations nationwide rely on Altura for their communication needs and managed services. We provide the right mix of solutions and managed services to help you save money; enhance business performance; and effectively implement, manage and support IP voice, video, wireless and data communication networks.

Ranked as the number one service provider in the telecommunications industry for over ten years, Altura takes pride in understanding their customer's needs and delivering service that's second to none.

Get the Altura Advantage...

- Hardware maintenance on Media Gateway and Media Server
- Next business day hardware replacement
- Software support for Avaya including Support Advantage
- On-site labor for software and hardware support
- 4-hour emergency response time
- XpressCare software support
- Preferred MAC service pricing
- 1, 3 and 5 year packages with multi-year discounts offered
- Preventative maintenance

Market Leading Service Plan

Altura Advantage is the only service plan of its kind in the marketplace. It includes Altura's best full-service with Avaya Support Advantage; discounted MAC; four-hour emergency response; guaranteed price protection; next business day hardware replacement; software support; and multi-year discount agreements. Additional support services are available to meet your specific requirements.

Increase Your Support Coverage With Value Added Services:

- **Annual network assessment**
- **Remote MAC**
- **Software upgrades**
- **Dedicated on-site technician**
- **Expedited emergency response**
- **Expedited parts replacement**
- **Expanded 24/7 on-site labor coverage**
- **Help desk support**
- **Enhanced remote monitoring**
- **Discounted professional services**
- **Phone support coverage**
- **Firmware, software packs, and patch management**

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Altura is one of Avaya's largest authorized Platinum Business Partners and a leading provider of communications applications, equipment and services for voice and data networking solutions. Our internal procedures streamline the process for responding to service requests, which enable quicker response times. We have incorporated a nationwide, branch structure to get closer to our customers. We bring tremendous savings and added value to our customers with our expanded managed service offerings.

Managed Service Offerings

As your business partner, Altura offers the following managed services:



- Convergence services for voice, video, wireless and data
- Business consulting, analysis and design
- Disaster recovery planning
- Networking optimization
- Remote monitoring
- 24/7 live customer assistance & technical assistance
- 24/7 remote response
- 24/7 site dispatch
- Implementation services
- Project management
- Managed service plans
- Training

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**