



# AlturaEdge Managed Services

*Improve Your Operational Efficiency While Reducing Costs*

MANAGED  
SERVICES



AlturaEdge Managed Services provides the confidence that your communication systems are managed, monitored and running 24 hours a day, 365 days a year, with Altura's advanced, network operations center and business continuity services.

By transferring your day-to-day communication service and support to Altura, you will attain operational efficiency at a predictable, fixed rate. We offer a wide variety of services, tailored to meet your everyday needs.



## MANAGED SERVICES SUITE OFFERINGS:

### ALTURA ADVANTAGE SERVICE PLAN

The only service plan of its kind in the marketplace. Altura Advantage includes Altura's best full-service with Avaya Support Advantage; remote monitoring; 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.

### ADVANTAGE ONE STRATEGIC ACCOUNT PROGRAM

The Advantage One program is designed to provide to our customers the highest level of service through ownership of the customer's planning and support life cycle. A dedicated team is assigned to provide customized, personal touch service. Your Advantage One team is staffed with designated Strategic Account management, Customer Service Representatives, Service Delivery Managers, and Network Operations Center (NOC) engineering support staff. Your team is also responsible for parts delivery and providing any on-site technical staff needed to ensure the customer's system stability.

### SENTINEL EDGE CLOUD MANAGED SERVICES

Delivered as a hosted, pay per user service, Altura Sentinel Edge Cloud is an advanced suite of cloud-based managed services tools, which help companies get greater reliability and efficiencies from their communications assets. With several service modules providing critical functions for pro-actively managing communications applications and infrastructure, Altura Edge Sentinel Cloud provides the flexibility to mix and match these modules to meet the needs of individual customers. You can be up and running quickly and without the need for servers, licenses and other overhead.

## SENTINEL POINT SERVICES

Sentinel Point Services is an impressive package of managed services designed to reduce and eliminate excessive costs and increase the overall performance of your Avaya and Nortel communications technology platform.

The Sentinel Point Services Package includes the following four services to help Avaya and Nortel platform customers track and manage their communications systems:

### ONE SOURCE CARRIER NETWORK SERVICES

Let Altura and Telecom Brokerage Inc. (TBI) manage your “End to End” network services. TBI empowers Altura with the ability to deliver pricing and solutions from over 50+ different carriers with a 24-hour turnaround on quotes for network redundancy, SIP trunking, MPLS networking for QoS, telecom expense management – long distance, internet access, provisioning – T1/PRI, and wireless. Altura’s managed services include multi-vendor management. We provide you with one single point of contact for all of your communication needs.

### SENTINEL SHIELD NETWORK OPERATION CENTER

Sentinel Shield simplifies the process of monitoring and maintaining communications networks and applications. From our Network Operations Center in Fullerton, CA, and Disaster Recovery Center in Phoenix, AZ, Altura holistically monitors the performance of your communications infrastructure and system alarms to quickly identify any issue throughout the network and proactively addressed it to prevent an incident or system outage before it occurs. We monitor the Voice Software and Hardware as well as the IP Data Network when requested by the customer. This means peace-of-mind service for the entire IP Telephony infrastructure.

### SIMPLICITY – ALTURA’S FIXED MONTHLY PLAN

Save money and stay current with the best technology. Simply the best coverage available today. As a bundled offer, you won’t find a more comprehensive coverage including Hardware Equipment, Software, Firmware, Installation, Maintenance, Move, Add and Change, Software Upgrades, Hardware Equipment Upgrades\* and even Act of God coverage like lightning, flooding, fire, etc.

### AWARD WINNING SUPPORT SERVICES

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 support service offerings. Offering you a variety of services to support your company’s telecommunications needs including:

- Break and Fix Services
- Customer Assist Help Desk
- Single Point of Contact Vendor Management
- Moves, Adds and Changes (MACs)
- Nortel Support

AlturaEdge Managed Services cover a broad spectrum of new and existing technologies, providing the market leading implementation and managed services covering unified communications, data networking, wireless mobility, security, virtualization, cloud, and applications. We provide peace of mind service, operational stability, and efficiency to enterprise organizations nationwide.

To learn more about AlturaEdge Managed Services please visit us at [www.alturacs.com](http://www.alturacs.com), or call us at 800-654-0715.

# GAIN THE **ALTURA** ADVANTAGE