ALTURA
Has You Protected

Voice and IP Data Network Monitoring

Altura is trusted by thousands of customers to provide monitoring support, as well as maintenance support for their mission critical networks. Altura's Sentinel Shield is a premium service that is designed to monitor and protect your entire voice and data network infrastructure.

Sentinel Shield provides comprehensive fault, performance and security monitoring to your network. We have developed best practices to monitor your voice systems, routers, switches, firewalls, end devices, as well as environmental and other systems such as UPS power.

Altura's state of the art NOC offers the following benefits to our customers:
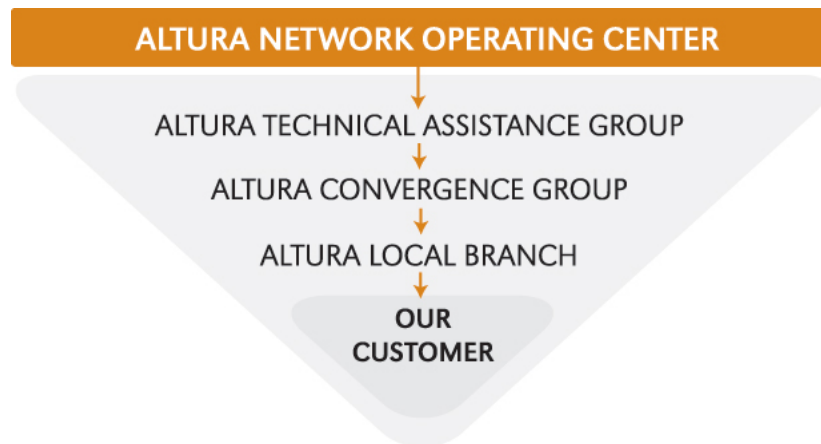

Altura delivers Sentinel Shield through our centralized Network Operation Center (NOC).

- Command Center of Altura's Nationwide Services and Support Operation
- NOC redundancy for "always on" services
- 24/7 Manned NOC operation, 365 days a year
- 24/7 Remote and Onsite Response
- Servicing and maintaining over 10,000 systems Remotely clear 99% of alarms: monitor-while-you-sleep servicing
- Provide direct feedback to customers on remote clears
- Staffed by Tier 2, 3, & 4 technicians and network engineers
- Direct access to Avaya Tier 3 & 4 technical engineers
- Responsible for monitoring Voice Systems, Applications / IP data networks
- Supported by Altura's Technical Assistance Group
- Supported by Altura's Convergence Solutions Group

ALTURA
communication solutions

AVAYA
BUSINESS PARTNER
Platinum

Altura's number one rated service and support organization requires the best-of-services processes and operations. We have built a "holistic" approach to remote monitoring. We will 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. We quickly identify any issue throughout the network and proactively addressed it to prevent an incident or system outage before it happens.

In the event of any incident, the monitoring system automatically notifies our NOC technical engineers to log and track the event. If the event is not resolved immediately, our NOC will dispatch to one of our nationwide 26 service locations, for an on-site response.

ALTURA NETWORK OPERATING CENTER

ALTURA TECHNICAL ASSISTANCE GROUP

ALTURA CONVERGENCE GROUP

ALTURA LOCAL BRANCH

OUR CUSTOMER

Altura's Technical Assistance Group and Convergence Solutions Group are located throughout the United States to provide an umbrella coverage to assist both the NOC and Altura service branch in providing a quick response to a technical issue. This is another example of why Altura has been rated the top service provider in our industry. We go beyond what is required by our customers and provide the best customer experience.

For more information, visit: www.alturacs.com or call 1-800-654-0715

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