



Professional Services

Gain the Altura Advantage to plan and implement successfully..

PROFESSIONAL
SERVICES

Supported Offers

- 1. Voice Over Internet Protocol (VOIP) Network Readiness Assessment** – Helps you understand if your existing data communication network will be able to support the impact of VOIP traffic added to your network. Altura Professional Services will either validate your existing network, or assist you with options you can take to right size your network for the addition of VOIP traffic.
- 2. Voice and Data Convergence** – Either due to the findings of the network assessment or just the choice to implement VOIP, Altura Professional Services can help by designing, deploying, and documenting the convergence of voice and video into an existing data network, or a green field opportunity.
- 3. SIP (Session Initiation Protocol) Enablement** – SIP is becoming more mainstream and many customers are trying to determine if SIP would be beneficial in their environment. Whether it is SIP trunks from a telecommunications carrier that connect through a Session Border Controller (SBC) and/or a Session Manager; or SIP enabled adjunct devices, such as smart phones, iPads, etc., Altura Professional Services has the knowledge and experience to integrate SIP into your environment.
- 4. Contact Center Development** – Altura Professional Services leverages the skills of Customers' Contact Center representatives and innovative technologies; including multi-media and interactive voice response; along with remote agents to design and deliver a more satisfying customer experience. This new technology enables you to centralize the contact center service and support in one location, which reduces cost and complexity and allows you to match your staffing requirements to your customer service needs.
- 5. Voice Mail Applications** – Based on your solution requirements, Altura Professional Services will assess your current environment to determine what you have and what you may need. A few common requests include:
 - Voice mail redundancy, especially in the case of disaster recovery
 - Call flow handling
 - New interface migrations, including PBX or upgrading an existing PBX and/or migrating from QSIG to SIP or IP
 - Unified Messaging - connecting to MS Outlook, or Zimbra, or POP mail

Ensure the Success of Your Investment

Our Professional Services team helps you through your communication solution implementations and provides guidance on products from our industry partners, including Avaya. We deliver business productivity improvement that meets your challenges and drives your company forward, so you can focus on growing your business.

When you choose to work with us, you will have access to the deep expertise of the Altura and Avaya teams. Our extensive experience and horizontal, vertical, and technology expertise enable us to bring industry best practices to your organization and quickly drive measurable business results.

Our network of Professional Services consultants, network architects, and project managers have an average of 15 years of industry experience each and possess industry certifications from multiple vendors.

No one knows our systems better than we do and no one is in a better position to provide the support you need.

Contact Altura today to learn more about how to add value to your business,