



SENTINEL POINT SERVICES

Maximize Your Assets Securely
and Cost Effectively



Competently track and manage your communication system and network through Altura Sentinel Point Services. We enable you to eliminate unnecessary asset costs and actively manage your communication system to peak performance.



SENTINEL POINT SERVICES

With Sentinel Point Services, you will be able to achieve maximum system utilization, disaster recovery, and system security peace of mind because powerful information is provided to you. We focus on the major areas of enterprise communication management including: Configuration, Inventory, Performance, Security, and Data Backup. Through our expert engineering services, we partner with you to develop a vision and roadmap to reduce your costs while improving overall services, including planned redundancy and ensuring system wide security.

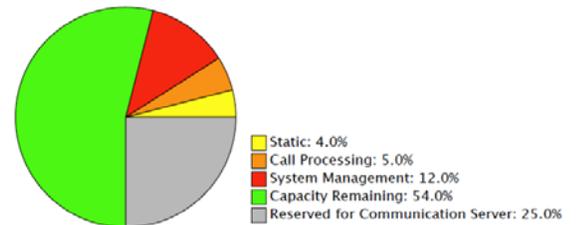


TRAFFIC STUDY

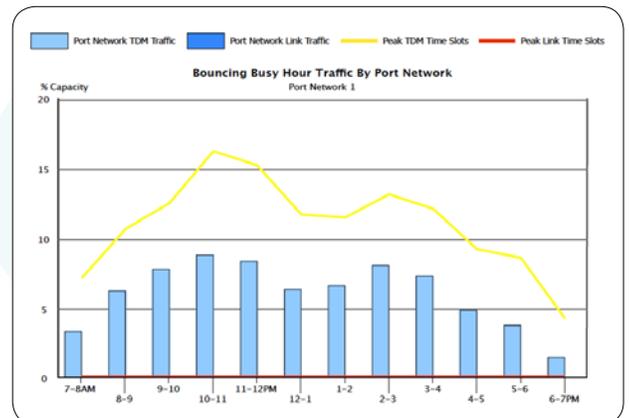
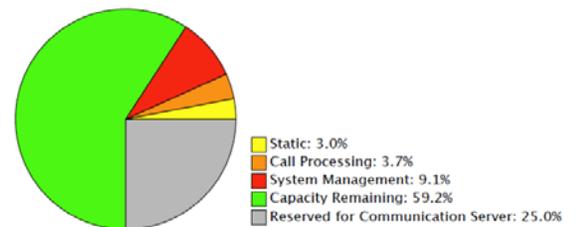
Do you know if your trunks and ports are fully being used? Are you paying monthly services on all of your trunks? Altura can assist in aligning trunking resources and facilities with your current communication traffic patterns. The detailed analysis and on-target recommendations ensure you are maximizing your communication dollars. Your traffic studies allow you to make informed decisions about your communications infrastructure and connectivity including an IP Analysis, IP Bandwidth analyses and a review to support voice traffic TDM to VoIP migrations.

- Optimization of your system's performance
- Professional easy-to-read reports
- Color graphics and easy-to-understand text
- Specific and clear recommendations
- Easy setup and quick report delivery
- Data trends showing cause and potential concerns

Maximum Processor Utilization (Tue 12/13/11 11AM-12PM)



Average Processor Utilization





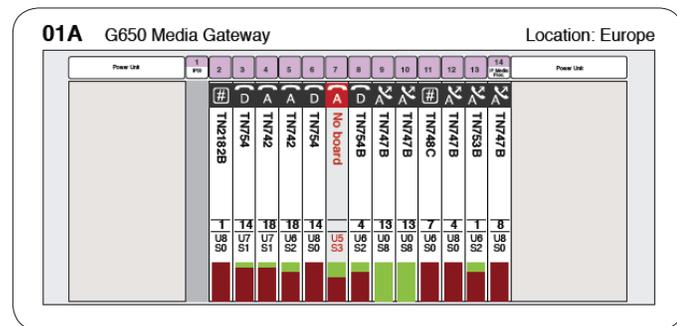
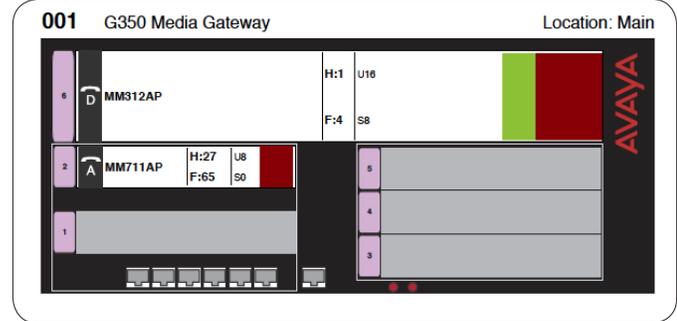
SITE SURVEY

Do you know what is in your communication systems network today? A remote Site Survey will gather the inventory of your communication PBX including release levels and end points, saving the time and expense of an on site survey. We will provide you with a clear view and detailed summary of the components within your PBX system.

In less than two hours a complete Site Survey will be completed. For the first time, you will have all the components within your communication system documented in a consistent format. Site Survey provides this valuable information. Additionally, you may now identify potential service issues before they affect your business.

- Cross-checked port counts including breakouts for all TDM, Phantom and Virtual Ports
- Common and Peripheral Equipment /Cabinet Maps in bay-face format
- Complete inventory of software packages and installed hardware with card types and release levels
- IP hardware identification
- End-of-life analysis
- Online access via secure web portal
- Patch and key code information
- Information including serial numbers and security IDs
- Firmware tracking of software release for circuit boards and telephones

Site Survey information includes all locations in your installed base. Altura will assist you in managing each location's assets without taxing your technical resources. Site Survey's verified port count allows you to protect your maintenance budget by ensuring accurate charges.





SOURCE BOOK

How is your PBX configured? Is your enterprise ready to transition to SIP? Through Source Book, we will remotely review and collect software data from your PBX and your network. Source Book then provides both a current and comprehensive view of your PBX programming including individual setup on all of your different business phones.

In addition, Session Manager book for Avaya Aura gives you intelligence, timely recommendations and key configuration information related to Avaya Session Manager. Source Book and Session Manger deliver comprehensive configuration and routing information including:

- Action detailed report that highlight programming, capacity conflicts, and routing
- Detailed equipment configuration and software
- Critical detail for upgrades and capacity planning
- Graphical description of your entire SIP network
- Errors and Omissions impacting transition from TDM to SIP
- Usable by administrators and users
- Valuable switch room reference manual
- Multiple location configuration accessed by the online web portal
- Flexible scheduling at intervals that you select

Ext: 30747		Security
Set Type: 4602	Port: 01A0706	Floor:
Location: 1	Building:	Jack:
Room:	Cable:	
CV1: 4	CV2:	Groups
COR: 7	COS: 5	Inter: Pickup: 1
TN: 1	Inter: Hunt:	Cov Ans:

Ext: 30753		Open
Set Type: 6410D	Port: 01B0603	Floor:
Location: 1	Building:	Jack:
Room:	Cable:	
CV1:	CV2:	Groups
COR: 7	COS: 1	Inter: Pickup:
TN: 1	Inter: Hunt:	Cov Ans:
Softkey Buttons		
1: abs-dial	2:	
3: send-calls	11:	
4: direc	12:	
5:		
6:		
7:		
8:		

Media Gateways

001 North America Trunking (G350) Location: Main



DATA BACKUP

What happens if your communication server crashes? Through Data Backup, your data is secured ahead of time. Our collection process does not interrupt your internal resources. You can access critical backup files remotely at any time through an encrypted and password protected web portal. Having the peace of mind that your data is backed up is priceless including all of your configurations to your PBX and business phones. This valuable managed service helps you implement enterprise-wide disaster recovery and processes.

- Structured and uniform process
- Storage retrieval is available world-wide 24x7
- Encrypted, password protected online portal
- Service restoration within minutes
- Simultaneously back up multi-site networks
- Flexible scheduling at intervals that you select



SECURITY AUDIT

The Security Audit is a consultative and in-depth report that analyzes the programming of your PBX and looks for any security vulnerabilities. We eliminate security vulnerabilities before a hacker has time to access to your communication system. The Security Audit includes recommendations to improve your PBX security and ensures compliance with the most database security best practices. Protect your company from external system hackers and unintended use of internal communications resources.



- Comprised of more than 80+ separate analyses
- Identifies weak spots or "hole" vulnerabilities in your system
- Analysis and assessment of system programming
- Corrective action statements in easy to understand text
- Remote analysis and collection
- Action planning for secured access
- Easy access through online secure web portal



YOUR PARTNERSHIP WITH ALTURA

Altura places your business objectives and business needs at the forefront to all we do. For more than 25 years, Altura has helped organizations with design, implementation and support to communication solutions on a national basis. Working in partnership with our customers, we deliver strategic communication enabled solutions with favorable, measurable results. Altura Sentinel Point Service is provided to you through our strategic partnerships with communication industry leaders including InfoPlus.

Altura offers intelligent solutions, supported by our highly skilled and trained support teams. We provide significant business value to you through our competitive differences.

- Altura is committed to providing the best customer service to you
- The best trained and certified experts in the industry, including in-house specialists
- Powerful partnerships with Avaya, Aruba, Extreme Networks, Juniper Networks, InfoPlus and more than 20 other partners - visit www.alturacs.com under Partners
- Multi-vendor solutions managed with the accountability with a single point of management



ALTURA SERVICES



MANAGED SERVICES

- Altura Advantage Service Plan
- Carrier Network Services
- Disaster Recovery and Business Continuity
- National Accounts
- Network Operation Center
- Sentinel Point Services
- Readiness Assessment
- Simplicity – Altura’s Fixed Monthly Plan
- Software Release Management
- Telecom Managed Services
- Break and Fix Services
- Customer Assist Help Desk
- Enterprise Vendor Management
- Moves, Adds and Changes (MACs)
- Nortel Support
- Single Point of Contact

PROFESSIONAL SERVICES

- Advanced Implementations
- Call Center Services
- Network Performance and Optimization
- Professional Services for Avaya one-X® Mobile
- Session Initiation Protocol (SIP) Services



Maximize Your Assets



PLEASE CONTACT US TO LEARN MORE.

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