



SUPPORT STARTS HERE



Support Services for Nortel Customers

Altura Communication Solutions offers a comprehensive menu of hardware, software, and service support for your legal Nortel products. These services are available to protect your investment in Avaya Meridian 1, Avaya CS 1000, Avaya BCM, Avaya Call Pilot, and Avaya networking solutions.

NORTEL EXPERTISE

Nortel customers can feel confident that Altura has the capability and expertise to be responsive to your needs and help you achieve your strategic business objectives. With our Nortel certified sales, system engineering and technical services professionals, Altura has aligned itself to deliver the most advanced business communication solutions and services available, either through maintenance of your current Nortel system or seamlessly migrating your business to Avaya solutions through their integrated roadmap.

INTEGRATION AND MIGRATION EXPERTS

We have performed over 1,500 customer software and hardware migrations to Avaya. No one else has this level of experience - providing a single source for the very best unified communication solutions available today. Altura has extensive expertise in system upgrades, migrations, application deployments, and multi-vendor interoperability including Fujitsu, Nortel, Cisco, and Avaya.

SUPPORT SERVICES OFFERS

Altura support coverage provides direct access to Avaya and Altura experts and resources and 24x7 remote technical support for hardware and software.

These service options are available, dependent on the level of support selected:

- 24x7 remote technical support for both hardware and software
- 24x7 access to comprehensive Avaya online service tools
- Access to the latest software patches and updates
- Real-time monitoring to speed fault resolution
- Administrative support for moves, adds and changes

Maintenance for Meridian 1 and Communication Server 1000 is available directly from Altura, working with Avaya, we ensure that any issues are identified and resolved quickly, protecting communications system efficiency and performance.



Learn More

No other organization comes close to Altura's dedication and focus on customer satisfaction. With Altura, you'll enjoy the industry's best support services for Nortel products. Contact an Altura Account Manager to find out how our Legacy Equipment Services can benefit your business.