



What is the Altaraview Managed Service Offering?

AltaraView is a full featured support program that provides you the management tools, process, and people to run your IT infrastructure. By designing and building solutions based on industry best practices and providing a combination of on-site and remote help-desk support we take on the role of your IT department so that you can concentrate on your business. We focus first on identifying your business objectives and then mapping technology solutions to your specific needs and requirements. Our AltaraView Service provides a superior level of support by combining remote 24 hour monitoring, state of the art software tools, experienced help-desk support and on-site technical resources.

The AltaraView Managed Service solution is designed to assist clients in maintaining and supporting their network infrastructure. The solution is a combination of sophisticated management software tools combined with our help-desk and on-site services. AltaraView was developed to remotely support and monitor your information technology infrastructure, twenty-four hours a day, 365 days a year. AltaraView can monitor network devices, mission critical servers, WAN edge devices, and vital applications across a variety of departments and offices. In short, we give you the ability to identify, diagnose, and resolve complex IT issues before they degrade service. This offering enables our clients to focus on their core business and improve service to their end users by leveraging Altara Networking Solutions' years of quality network support experience.

AltaraView also provides to the client detailed summary monthly reports that document ongoing service levels and improve future planning through expert IT analysis. Reports summarize the alerts and events, review the network baseline, and compare statistics to identify trends that may signify future capacity and performance issues. We schedule a periodic meeting to review the executive report, monthly activity and recommendations.



Network Monitoring:

AltaraView remotely supports and monitors your information technology infrastructure, twenty-four hours a day, 365 days a year.

Email Security Service:

AltaraView Spam remediation service utilizes a unique process that includes not just the best in filtering technology, but a comprehensive method for managing SPAM for business.

Electronic Back-Up and Disaster Recovery Service:

AltaraView Electronic Back-Up service provides a completely secure, fully automated back up and recovery solution.

Helpdesk Support:

Altara Networking Solutions helpdesk representatives will respond proactively to alerts that are generated by monitored devices covered by this service.

On-Site Support Services:

With the AltaraView service, a client can customize the contract to fit their on site support needs, by building in a set number of hours per month for routine on-site maintenance. This will consist of services like applying hot fixes and patches, as well as testing the back-up and working through a task list.

The AltaraView program gives a higher level of service that allows us to be proactive in our approach to customer support.