



## Case Study: Eliminate Downtime (Document No. 0501330)

### *Solutions For Advanced IT Services*

**Altius Information Technologies, Inc.**  
**Dedicated to the advancement of IT services**  
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#### **ROI Considerations**

IT benefits and return on investment calculations are often hard to quantify. When you consider employee productivity, your image and reputation, customer service levels, and your competitive edge, IT becomes a necessity. Altius IT's **Manage IT suite** of advanced networking and security services increases system availability and the return on your investment. Our Manage IT service:

- **Provides peace of mind** by ensuring your network availability.
- **Enhances your image and reputation** by keeping you in contact with your business associates.
- **Improves your competitive position** by helping you compete effectively in the market place and ensuring system availability.
- **Increases your levels of customer service** by keeping you in contact with those you serve.

#### **Our Promise – 5 Star Advanced Service**

We will always provide you with **advanced** service. This means:

- Our experts are committed to your success
- We know you and your staff by name
- We go above and beyond the call of duty
- We don't charge extra for fast response
- We never charge you for unneeded items
- We get more out of systems
- We customize our suites of services to your specific needs

#### **Get Started On Advanced Networking**

Call us today to take advantage of our advanced networking services (714) 442-6670.

#### **Case Study: Eliminate Downtime**

Sales and customer service are increased 10% when a company's information management systems operate with no downtime.

#### **Client Situation**

A large institution receives orders electronically and is on a dedicated server, with little or no performance, no additional storage capacity, and no ability to continue operating if a hardware component fails. Server downtime results in lost orders and impacts the financial stability of the company.

#### **Altius IT Solution**

Through Altius IT's *Manage IT* service, server storage capacity is expanded and a high capacity fault tolerant RAID 5 Array is installed.

A backup server is installed that takes over in the event the primary server goes down. Altius IT's *Manage IT* service configured the system so that information is automatically restored when the primary server is back on-line. Our backup e-mail service collects client e-mail even when the primary e-mail server is down. For more information, please see Document Number 0501810.

#### **Client Benefit**

Order information is maintained even during failure of the primary network server. Company revenues increase 10% due to increased system availability and 100% uptime.

#### **We Help Businesses Succeed**

Altius IT provides your organization with an exceptional five star level of service. Coupled with our in-depth experience, we ensure that your business receives enhanced services and increased performance.

As a leading information technology (IT) resource, our track record of helping businesses succeed is featured on *MSNBC* and in over 40 publications including *The Wall Street Journal*, *Business Week*, *the Los Angeles Times*, and *USA Today*.