



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*.