



Case Study: Productivity and Customer Service (Document No. 0501350)

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: Productivity and Customer Service

Altius IT increased productivity at a mid-size firm by a documented 30% while improving communications with customers 12%.

Client Situation

A mid-size company needs to increase productivity and automate many of the processes currently in place. With the growth of the company, internal network speeds are grinding to a halt and electronic messages are difficult to send and receive with the main office.

Altius IT Solution

- Altius IT's *Manage IT* service installs new servers and upgrades network.
- Using our *Integrate IT* services, Altius IT configures a high speed secure T-1 line to provide e-mail and Internet access.
- Our *Secure IT* service protects the company from Internet intruders.
- Altius IT's *Maintain IT* service keeps the firms equipment operating at peak efficiency.

Client Benefit

Company-wide productivity is increased by a documented 30%. Communications with the head office and customers is improved 12%.

Employees no longer experience delays when accessing documents. A file management system on the server provides restricted employee access to documents.

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*.