

Application and Platform Monitoring – Essential and Enterprise Support



Digital & App Innovation
Azure

ALTRON

Purpose

We use technology
to transform today into
**a simpler, safer and
smarter tomorrow.**

Our portfolio of solutions and services



Industry solutions

Deep industry expertise delivered at scale across platforms and digital ecosystems.

- HealthTech
- FinTech
- Netstar
(vehicle tracking and fleet management)
- Retail
- Public infrastructure



Digital business

Enterprise-grade solutions that helps you operate, optimise and transform.

- Data and AI
- Enterprise applications and cloud services
 - Software Engineering
- Digital infrastructure
- Specialised solutions
- IT outsourcing



Distribution

Distributor of electronic components and cyber security software licensing.

- Design and engineering
- Electronic components
- Enterprise security solutions

Think about how much easier it'd be to do business if all your IT hassles disappeared.

Looking for the skills to get the best from your cloud infrastructure? Done.

Is the exchange rate volatility eating into your budget? Managed.

Worried about staying competitive in a technology-first world? Solved.

Staff working from anywhere, on any device, securely. Simple.

That's what we do: we look after everything IT and take care of operating hassles so that you can look after what matters – growing your business.

Enterprise Applications and Cloud Services

Optimise your business, grow revenue and accelerate time to market while providing improved customer experiences.

- **Microsoft Business Applications**
Implement and manage complex ERP and CRM solutions with minimal risk.
- **Improved Customer Experiences**
AI-driven information sharing, enrichment and sophisticated business intelligence enable exceptional experiences.
- **Multi-cloud Solutions**
Secure, resilient, and cost-effective cloud management and governance across your cloud infrastructure.
- **Workforce Management**
Empower your staff, optimise operations and reduce what you spend by paying for only and exactly what you need.
- **Software Engineering**
From the modernisation of your legacy applications and platforms to innovative solutions that solve your specific needs.

Software Engineering

to build scalable and reliable solutions

Through our telecommunications applications, we manage over **250 000 transactions per second** and **1 000 000 daily order fulfilments**.

and save you money

Our software engineers saved R1 billion in potentially lost revenue while **managing over 60 million client subscribers** through effective subscriber-churn management models.

and write the code that businesses need

Our teams have already moved over half a petabyte of data to the cloud, **written over 10 million lines of code**, and have the highest level of certification in various programming languages and frameworks.

to deliver reliable network uptime

More than **30 clients** trust us to support **mission-critical applications** with **over 20 petabytes** of storage.



How can we help you effectively address..

Security vulnerabilities to protect sensitive data and customer information, and avoid potential data breaches

Poor application performance, characterized by slow loading times and unresponsiveness, frustrated customers and leads to lost revenue and decreased productivity.

Frequent downtimes which can severely disrupt business operations, leading to decreased productivity and inefficiencies.



Altron's Application & Platform Monitoring & Support Services provide you with peace of mind, knowing that your applications and platforms are in good hands. Our experts can help you improve performance, minimize downtime, and enhance security.

Application & Platform Monitoring

Our monitoring services provide end-to-end support for your business applications and platforms, ensuring maximum uptime and optimal performance.

Enterprise Support Services

Our comprehensive support services cover everything from monitoring and troubleshooting to performance optimization and security.



Poor Application Performance

Many businesses struggle with subpar application performance, resulting in slow loading times, unresponsiveness, and customer frustration. These performance issues can lead to negative consequences such as lost revenue and decreased productivity.

Utilizing application and platform monitoring support is crucial to identify and address these issues before they impact your business.

Monitoring tools can help pinpoint performance bottlenecks, enabling timely interventions to maintain optimal performance and customer satisfaction.

Frequent Downtime

Frequent downtime can significantly impact businesses, resulting in lost revenue, reduced productivity, and dissatisfied customers.

Our Application & Platform Monitoring & Enterprise Support Services offer proactive monitoring and troubleshooting to minimize downtime and maximize uptime.

Reducing downtime is crucial for maintaining business efficiency and profitability.

Security Vulnerabilities

Security vulnerabilities can be a major pain point for businesses, putting sensitive data and customer information at risk. These vulnerabilities can lead to data breaches, legal liabilities, and damage to your organization's reputation.

Utilizing application and platform monitoring support is essential to identify and mitigate these risks. Monitoring tools can help detect potential security threats early, allowing for timely interventions to protect your business and maintain customer trust.

Plan Overview – Essential Support

Plan Name	Essential
Plan Summary	Robust monitoring of application health, compute, storage and performance.
Plan Description	Our Essential Service package ensures your applications run optimally, securely, and efficiently. Altron Digital Business manages application support, including incident and event management, service transition, SLA, and capacity management, all following ITIL standards. We use full stack observability for comprehensive telemetry data collection and analysis, covering infrastructure monitoring, application insights, and alert mechanisms. Customizable alerts and application health notifications help minimize downtime, ensuring a robust and scalable application environment.
Time	12 Months
Cost Indication	R750k to R950k per annum per application environment

Plan Overview – Enterprise Support

Plan Name	Professional
Plan Summary	Management and optimization of your Application.
Plan Description	We offer a holistic view of your applications and environments, focusing on compliance, availability, quality, and security. Leveraging automation and analytics, we provide proactive insights for effective management and cost efficiency. Our 24/7 managed services come with shared or dedicated delivery models. Altron Digital Business supports applications with full stack observability and monitoring, reducing downtime and ensuring quick MTTR. Our service design includes supplier, service level, catalogue, and availability management. Service operations cover incident, event, and problem management. We also provide critical transition services like change, knowledge, release and deployment, and configuration management. At Altron Digital Business, we ensure continual service improvement throughout our engagement with you.
Time	12 Months
Cost Indication	R1m to R10m per annum per application environment

Frequently Asked Questions

- **What are the key benefits of the Application and Platform Monitoring – Essential and Enterprise Support solution?**
The solution provides comprehensive monitoring and support for business applications and platforms, ensuring maximum uptime and optimal performance. It includes proactive monitoring, troubleshooting, performance optimization, and security enhancements.
- **How does the Essential Support plan differ from the Enterprise Support plan?**
The Essential Support plan offers robust monitoring of application health, compute, storage, and performance, while the Enterprise Support plan provides a more holistic view of applications and environments, incorporating compliance, availability, quality, and security. The Enterprise plan also includes 24/7 managed services, automation, and analytics for proactive insights.
- **What measures are in place to minimize downtime and ensure maximum uptime?**
The solution includes proactive monitoring and troubleshooting to minimize downtime and ensure maximum uptime. It also provides incident and event management, problem management, and best practice recommendations to address performance issues before they impact the business.
- **How does the solution enhance security for applications and platforms?**
The solution addresses security vulnerabilities by incorporating advanced security protocols and practices, including regular updates, patch management, and advanced threat detection and response mechanisms. This ensures that applications and platforms are protected against the latest security threats.

How can we

help you

take on tomorrow?

Our brands

We have six businesses delivering solutions and services across our portfolio

ALTRON
FINTECH

ALTRON
HEALTHTECH

NETSTAR

A SUBSIDIARY OF ALTRON

ALTRON
DIGITAL BUSINESS

ALTRON
SECURITY

ALTRON | AROW