

AlarmPoint Express



Interactive Event Notification

AlarmPoint is a flexible, interactive event notification system enabling organizations to notify and communicate critical events to the right people. When these critical events occur, they affect the efficiency of the network, vital applications and ultimately any IT service. AlarmPoint integrates with an organization's incident management systems including network, application, performance, help desk, service impact, job scheduling, security and other applications. AlarmPoint extends those systems by delivering actionable notifications for important errors, failures, and other incidents affecting important applications and services. This allows IT organizations to manage assets and services by exception from remote locations.

AlarmPoint adapts to immediate events or on-the-fly situations with use of simple call lists with or without preferred

ordering or sophisticated escalations. For example, when an event occurs that requires attention, AlarmPoint sends a page, SMS message, or email to the appropriate personnel allowing each person to take an action to cure the event or stop escalation. The product is persistent, however, and will escalate a notification across multiple devices or groups of personnel until the event is resolved or someone accepts responsibility.

Express Thrives in Growing IT and Operations Groups

AlarmPoint Express is well-suited for a production environment in which few Users and Groups are required. AlarmPoint Express was designed for small groups who want to be notified on a mobile SMS device, pager, email or other text based devices when a critical event occurs. This entry level product is a great way to get started with the AlarmPoint product family and includes

many sophisticated notification options and a web user interface for the system administrator, including:

- User Scheduling based on availability
- Escalation process hierarchy
- Two way communication on text devices
- Event assignment to associate events to recipients
- Administrator roles and functions
- Real-time and historical event reporting

Features and Functionality

AlarmPoint Express is a 100% web-based notification tool providing availability and reliability 24-7. With contact devices and group wizards, setup and maintenance of user information is simplified. Each user's communication devices are managed according to timeframes (night or day), preferred escalation order, delay between each device and priorities

Powerful capabilities Available in AlarmPoint Express

- Fully web-based user interface
- Intelligent event management capabilities
- Run-time reporting and logging
- Send messages from the web to AlarmPoint users on any device
- Interactive notification using any wireless device

The screenshot displays the 'Group Details for: Operations' page. It includes a navigation menu with options like Profile, Alerts, Users, Groups, Reports, Messaging, Admin, and Developer. The main content area shows a 'Filter' section with 'Time Zone: US/Eastern' and 'Filter By: None'. Below this is a table titled 'Existing Coverages for week of 07/15/2007' with columns for days of the week (Sun. Jul. 15 to Sat. Jul. 21) and rows for AM and PM shifts. A row for 'Operations: 24x7' is highlighted with a green checkmark, indicating coverage across all days and shifts. A 'Remove Selected' button is located at the bottom of the table.

Easily manage work group scheduling, rotations and on-call reporting with dynamic scheduling capabilities.

Features and Functionality (Cont'd)

based on the importance of the event. AlarmPoint Express uses groups and groups within groups including a “find me, follow me” process which ensures personnel will be located when an event occurs. The calendar-based work group scheduling allows escalation within groups, people, recurring and one time schedules as well as rotations.

Designed to Grow with your Business

Designed to serve the needs of growing enterprises, AlarmPoint products expand with IT operational requirements of users in the areas of incident, service, support, change and configuration management. AlarmPoint understands that your business is constantly changing and what works today, may not be the answer tomorrow. With wide-spread capabilities and scalability, AlarmPoint continues to provide functionality at all levels of your business.

AlarmPoint Systems, Inc.	Express	Standard	Professional
Designed for:	Small Groups	Groups	Department
Number of Users	Fixed at 10	25 to 100	50 to 500
Number of Groups	3 Groups	10 Groups	Unlimited
Scheduling and Escalation Processes	✓	✓	✓
Two-way communication text devices	✓	✓	✓
Uses Subscriptions to Target Notifications	Fixed	Fixed	Fixed
Roles and Functions	1 Admin	1 Admin	6 Roles
Active/Past Event Reports (Who, When, etc.)	✓	✓	✓
Voice & VOIP Communication Support			✓
Self-Service Interface & Profile Management			✓
Granular Process and System Auditing			✓
High Availability (Failover and Load Sharing)			✓
Data synchronization (Pull/Push User Data from other Systems)			✓

About the next-generation AlarmPoint platform

AlarmPoint is an enterprise-wide event notification and resolution application designed to ensure mobile personnel receive and act on important business and IT events. Personnel use AlarmPoint to subscribe to events and services using a self service profile where they may manage their alerts, schedules, contact details, attributes, groups and escalation procedures. AlarmPoint receives events from leading IT management systems, filters, suppresses and matches the events to the appropriate personnel then routes, notifies and in some cases escalates until resolved. Each stakeholder in the process receives relevant information on the voice or text communication device of their choice and may take appropriate resolution actions. AlarmPoint provides a bridge from IT services to personnel ensuring incidents are resolved prior to service impact.

AlarmPoint Systems

Enabling enterprise event notification & resolution

4457 Willow Road, Suite 220,
Pleasanton, CA 94588
Toll Free: 800.861.3916
Fax: 925.251.5730

Unit 6, Woking 8, Forsyth Road,
Woking GU21 5SB, UK
Tel: +44 (0) 1483 722 001
Fax: +44 (0) 1483 723 181

www.alarmpoint.com