

AlarmPoint Integration for BMC CONTROL-M

Speed batch job event resolution

Batch job management has typically been handled by operations staff monitoring CONTROL-M for abends. CONTROL-M users can speed resolution of batch job problems and assume greater control with the CONTROL-M integration to AlarmPoint Standard or AlarmPoint Professional products. Presenting accurate notification information to the “right” person to resolve a batch problem can prevent job failure, enable remote job restart, and stop costly interruptions to dependent systems and processes. AlarmPoint enables application programmers to receive notifications and critical event information on their preferred contact device whether it’s voice, blackberry, SMS, email, pager, or other communications. AlarmPoint allows the operations staff to make decisions real-time and ensure the person with the appropriate skills takes responsibility for resolving the problem.

Benefits of the AlarmPoint integration to BMC CONTROL-M

Information about the job failure will be presented to the on-call personnel and decisions can be made in real-time such as holding the job, cancelling it, forcing it to OK, bypass, etc. If an email device is being used, the user can request additional syslog information before making another menu choice. Once an action is selected on the user’s remote device, AlarmPoint will interact with CONTROL-M to execute that action in real-time.

This process is immediate – significantly faster than the time required for operations staff to notice the abend, determine who is on call, and manually notify the right person. In addition, the ability to take simple actions on the job from any device enables on-call staff to respond and resolve. During the process, every notification, response, and action is logged in AlarmPoint. In addition, by using an integration to Remedy Help Desk, AlarmPoint can automatically update an incident ticket throughout the process.

Immediate improvements to operations

Operations staff can rely on the AlarmPoint integration to CONTROL-M for an immediate and tangible way to synchronize IT and the business, minimizing impact to services that matter to end users. AlarmPoint and CONTROL-M benefits are designed to help organizations speed resolution and gain greater efficiency in the operations center.

The screenshot shows the AlarmPoint Professional web interface. The top navigation bar includes 'Profile', 'Alerts', 'Users', 'Groups', 'Reports', and 'Message'. The main content area is titled 'Profile' and includes a 'Welcome Joe Smith!' message. Below this, there are sections for 'My Alerts' and 'My Devices'. The 'My Devices' section contains a table with columns for 'Order', 'Name', 'Details', 'Valid', 'Active', 'Timeframe', and 'Delay'. The table lists various devices such as 'Work Phone', 'Mobile Phone', 'Pager', and 'SMS Phone' with their respective details and active status.

Order	Name	Details	Valid	Active	Timeframe	Delay
1	Work Phone	9253551000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	08:00 - 17:00 MO-TU WE TH FR	0 min
2	Mobile Phone	40834053663	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24 x 7	0 min
3	Pager	40834053663	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	08:00 - 24:00 SU SA	0 min
4	Pager	581tel-28722333	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24 x 7	15 min
5	SMS Phone	4084552663	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24 x 7	0 min
6	Work Email	jsmith@work.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24 x 7	0 min
7	Home Email	joe_smith@home.net	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24 x 7	0 min

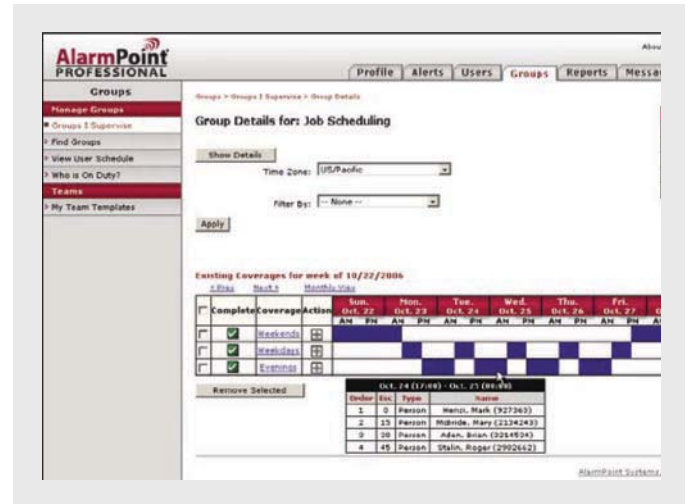
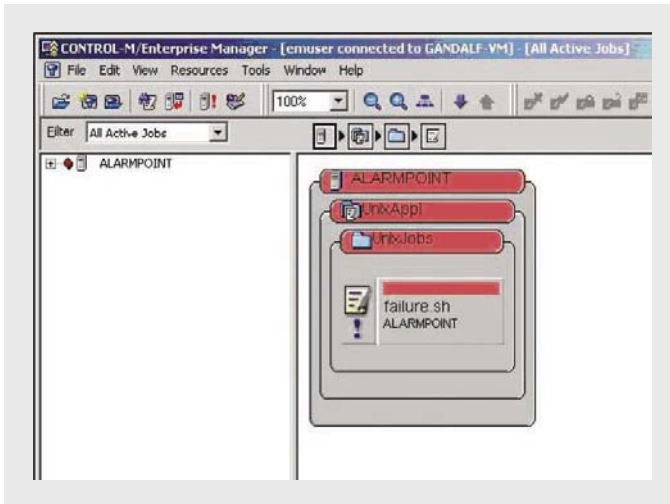
Delivering Important Information

AlarmPoint provides automated, event notification across all communication channels and devices including:

- Voice phones and voicemail using traditional and voice over IP
- Voice and text to mobile telephones
- SMS, GSM modem and text based alerts
- Inbound interactive voice response
- Text to and from any wireless paging device
- Blackberry via RIM Blackberry Enterprise Server
- Text to and from email and instant messaging
- Public address systems, announcement boxes, call bridging and other contact methods supported

AlarmPoint:

- Interacts with CONTROL-M to execute on actions in real-time from remote devices
- Simplifies the notification process to ensure events are quickly identified, managed, assigned, and solved, including:
 - Schedule rotations
 - On-call lists
 - Escalation procedures
- Eliminates the need for operators to spot red lights on the console
- Provides proactive notification and resolution before faults and service degradation occur
- Stops early morning headaches and angry “customer” complaints for the Operations Manager



CONTROL-M:

- Automates the details of production management
- Minimizes manual errors and costs, streamlining the production flow
- Simplifies production management through user-friendly capabilities

Delivering Tangible Returns on Investment

AlarmPoint provides significant, tangible benefits to organizations including:

- Guaranteed message delivery
- Decreased mean-time-to-resolve critical IT events
- Automated event notification and interaction
- Reduced costs for service desks, call centers and manual dispatch centers
- Self-service alerting for IT service events
- Increased, automated communications with employees, customers and suppliers during a business impacting event
- Automated interactions with mobile field staff ensuring that key staff, managers, and executives are informed and acting on the most current information
- Consistent, repetitive returns on investment. Organizations can achieve a full return of investment on AlarmPoint in the first 30-90 days of deployment



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, via web services, 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

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