

## AlarmPoint Integration for BMC Remedy Service Desk

### Consistent, Real-time Notification for the Service desk

A proactive service desk, by definition, must resolve critical issues prior to customer impact. Business service disruptions can result in a loss of revenue, productivity and, customer satisfaction. BMC® Remedy® Service Desk (Service Desk) is a comprehensive and fully integrated IT Service Management application, which enables IT professionals to manage any volume of incidents and balance critical resources. AlarmPoint and BMC Remedy Service Desk allow IT users to quickly identify, notify and resolve incidents, surpassing SLA's by delivering consistent, integrated work flow processes based on the ITIL framework.

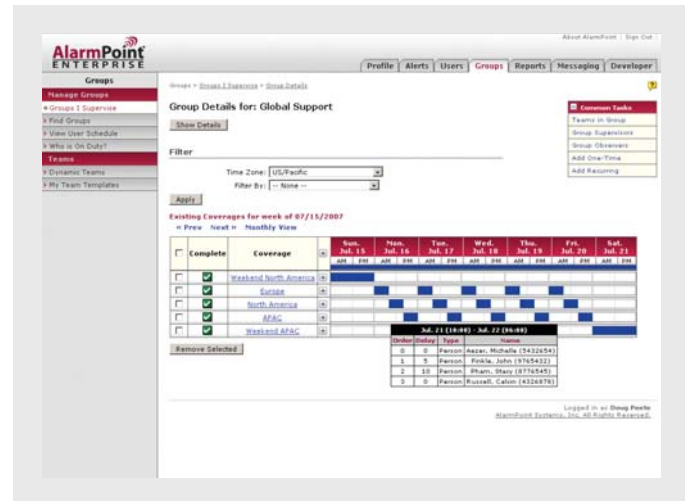
AlarmPoint provides BMC Remedy Service Desk customers with a set of integrations that allow the service desk to better serve their customers by notifying the appropriate party, in real-time, when there is a problem requiring escalation.

Providing immediate notification to the appropriate person or group during a critical incident is of the utmost importance. Broadcast emails to many people are inefficient and ineffective defeating the purpose of IT Systems Management best practices. Eventually, personnel stop paying attention to incidents and confusion arises around who is handling the issue. Additionally, when a service desk user detects a critical incident and sends out an email, there is no indication that someone has taken ownership of the problem and started working it. The operator then starts making phone calls to escalate the incident, wasting more precious time.

AlarmPoint's Notification Platform provides intelligent, real-time notification and remediation across Service Management, Service Support, and other service desk disciplines. AlarmPoint delivers the last critical step in the resolution process by automating the tasks around identification and communication with the personnel responsible for problem resolution.

### Creating Efficient and Effective Processes

AlarmPoint and BMC Remedy Service Desk tightly integrate to provide automated schedules and subscription panels to be accessed by not only the Service Desk Administrator but also by team leaders and users. AlarmPoint's web-based subscription capabilities allow team leaders to assign technical users based on incident definitions and business users to self-subscribe to incident notifications that impact them. This automates the scheduling process based on hierarchy, incident knowledge, rotations and follow-the-sun availability.



AlarmPoint provides two-way notification, allowing users to take action on an incident through email, voicemail, SMS, pager and instant messenger on any mobile device. Users can now ensure that notifications are being sent to the appropriate person on the correct device through detailed, real-time reporting. AlarmPoint automatically updates the information back to the Service Desk console so the operator knows, in real-time, who is taking curing actions.

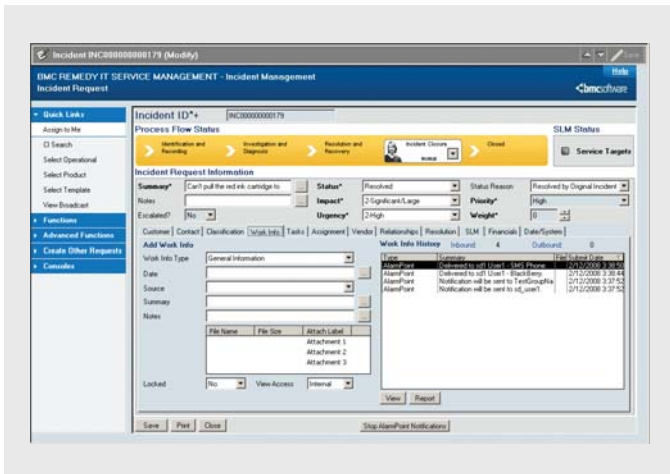
The integration also allows the user to remotely acknowledge the incident and AlarmPoint automatically updates the status into the Service Desk console. This process encourages the user to build out predetermined call schedules, allowing AlarmPoint to escalate the incident and locate the correct person on the correct device.

### FEATURES

- Out-of-the-box alert subscription capabilities
- Real-time synchronization between AlarmPoint and Remedy Service Desk
- Automatic annotation of notification delivery details for each incident
- Immediate incident delivery and assignment

### BENEFITS

- Automates service desk notification and assignment, lowering the cost of operations
- Enables mobile personnel with real-time, actionable information
- Reduce false alerts by providing self service subscription services
- Transform to a proactive service desk, providing real-time information to service desk customers



The result, through automatic dispatch and assignment, users will spend less time dispatching and escalating issues, see fewer tickets by proactively informing business users and obtain quicker resolution time through transparent process visibility.

### About the BMC Remedy Service Desk integration

AlarmPoint Integration for BMC Remedy Service Desk allows the user to notify the correct person or group through a simplified user interface based on notification preferences. Currently, users can subscribe to the following elements: status, impact, urgency and product categorization.

The integration for BMC Remedy Service Desk allows users to update the lifecycle of an incident through voice and text as well as update status including: own, ignore, reject, note and close. Users can manually kick off and stop notifications within the Service Desk console as well as view who is on duty at any point in time. The integration also provides both data loading and data synchronization from AlarmPoint into the Service Desk console.

### Delivering Important Information

AlarmPoint's scheduling modules are customizable by group type including call lists, escalations, and automated rotations. This provides organizations with the ability to schedule staff as appropriate including multiple countries and sites on the same system. AlarmPoint supports custom holidays, time zones, calendar terms, time-based escalations, incident-based escalations and numerous other features to ensure system management incidents are resolved. AlarmPoint provides automated, incident notification across all communication channels and devices including:

- Voice phones and voicemail using traditional and VoIP
- 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
- Instant messaging
- Public address systems, announcement boxes, call bridging and other contact methods supported



### 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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