

AlarmPoint Adapter for BMC Service Desk Express



BMC Service Desk Express

IT service interruption means business interruption and the first line of defense is prevention. The second line of defense is to automate the notification, escalation and resolution of impacting events prior to impact on the business. A complicated feat, which is easier said than implemented in today's complex, dynamic, fast paced IT service environment.

AlarmPoint Systems and BMC Software have collaborated to align BMC Service Desk Express, a best-in-class service desk product with AlarmPoint, the leading automated notification and resolution application. These products combined with ITIL best practices, result in a solution designed to resolve important incidents prior to business impact.

About BMC Service Desk Express

BMC Service Desk Express Suite (previously known as Magic Service Desk) automates service desk processes and lowers cost of support operations. This customizable service management solution combines an intuitive service desk application with ITIL best practices. BMC Service Desk Express adapts easily to changes in your business with point-and-click customization and can be used wherever service or request management is required.

AlarmPoint for BMC Service Desk Express

Many organizations use the Service Desk as the focal point of IT service management. Events and incidents reported are considered important and business impacting. Resolving those events, tickets, cases and incidents as quickly and accurately as possible is top priority. The challenges include the ability to effectively:

- Dispatch cases to the correct person at the correct time on the correct device
- Maintain accurate contact and scheduling data on personnel
- Automatically update the case once a person is found or not found
- Escalate the case as time passes or severities change
- Report on the notification and escalation process capabilities

The integration of AlarmPoint with BMC Service Desk Express provides IT professionals with a mobile, remote interface to the infrastructure of the entire IT organization. When a case is opened or an incident occurs, AlarmPoint immediately catches the event and matches it to the correct person or group. Context appropriate notifications are immediately delivered to each person's contact device which may include voice and mobile phones, text (SMS), pagers, instant messaging, e-mail or other communication devices.

AlarmPoint is persistent and will escalate through multiple devices or rotating groups of people until the event is solved or someone accepts responsibility. AlarmPoint gives the notified person immediate two-way communication allowing them to accept the ticket or initiate an automated action on the monitoring system to cure the event.

INCIDENT : # 27 TMILLS Open - Modify - Windows Internet Explorer

INCIDENT 27 USER CALLED 1 TIME(S)

Client Information

Last Name: Mills First Name: Tyrone
Client ID: TMILLS Phone: [] []
Company ID: AP1

Assign To Information

BSMITH
Bob Smith
EXTERNAL_SUPPORT

Incident Information

Category: SUPP_CALL Support Call
Urgency ID: HIGH Opened: 8/8/2007 9:29:08 AM
Status: SUBMIT TO AP Due Date: 8/8/2007 1:29:08 PM First Call Resolution:
Description: [8/8/2007 11:23:36 AM] AlarmPoint Response received from: bsmith - [AlarmPoint] bsmith [Pager notified on Wednesday, 8 Aug 2007 14:22:08 GMT-0400 via TEXT_PAGER device.
[8/8/2007 11:23:35 AM] AlarmPoint Response received from: bsmith - f AlarmPoint.1 bsmith [Work Phone notified on]
Resolution: []

Whiteboard Information

Whiteboard ID: []

Asset Information

Configuration: [] Asset Tag # (tt): []

Incident Details Work Orders Attachments Total Duration: 00:00:38

Date	Staff	Action ID	Description	Duration	Note
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Each notification attempt or resolution action is logged in the BMC Service Desk Express case or ticket. Through this process, the service desk personnel have a real-time, historical picture of what's happening.

AlarmPoint always has an updated view of who is responsible for an event, when the event was received and whether or not it was resolved. The system is fully web-based and provisioned for staff and managers to self-manage schedules, contact devices, methods and subscription capabilities to specific events, tickets or other relevant infrastructure components.

AlarmPoint provides an interface for personnel to keep their own information current. That information is used during the process to ensure the best chance of notification and first-match assignment. Each and every milestone is logged for process improvement and two-way automation capabilities providing the remote person with the ability to cure, restore and prevent service outages. The end result is delivering on a reduction of costly inbound calls to the service desk, increasing the accuracy of dispatch and reducing the mean time to resolve open tickets.

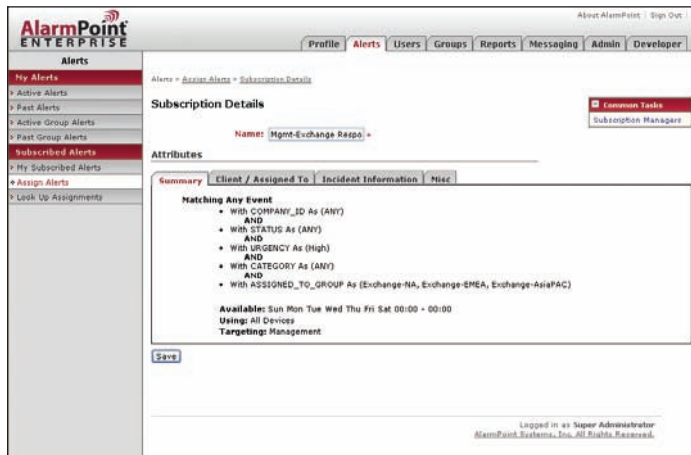
Delivering Important Information

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

Adaptive Service Management

IT personnel in today's complex business environment are mobile and stretched. In most organizations, the business relies on the success of its IT operations systems, applications and personnel. AlarmPoint is the guardian of IT infrastructure, the enabler of mobile staff, and ultimately, the insurance policy to ensure business operations continue without interruption.



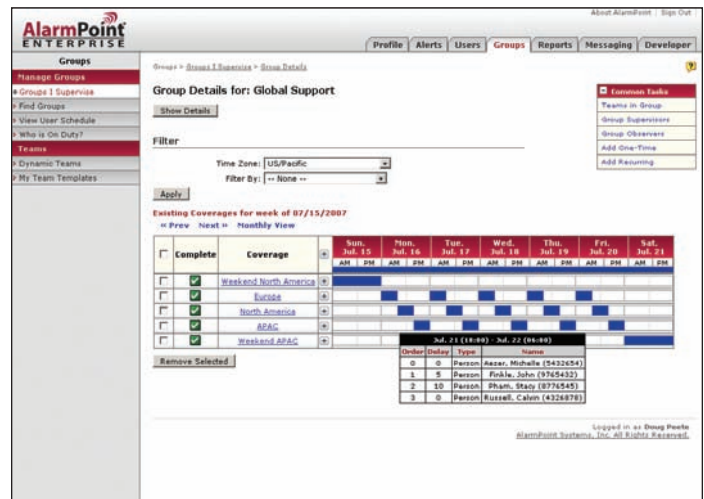
AlarmPoint provides alert subscription where users can subscribe or be assigned to events or groups of events. Users of the application can log on and subscribe to any event type, building business rules, such as:

1. Alert my group if Service Desk Express has an SLA about to breach
2. Alert my group via email once the change management request is approved
3. Alert my Department if our services will be affected

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.



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