



AlarmPoint Professional

Flexibility for IT Service Management Professionals

AlarmPoint Professional is well-suited for mid-range enterprise needs where IT operational requirements are gaining in complexity and the value of IT services is becoming more strategic.

Designed to serve the needs of growing enterprises, AlarmPoint Professional expands with IT operational requirements. AlarmPoint meets the needs of users in the areas of incident, service, support, change and configuration management. Built to improve the intelligence of notifications and enable the resolution of events, AlarmPoint Professional's advanced event management features include scheduled filtering, suppression and enrichment.

Self-Service Personalization: My Profile, My Alerts, My Reports

AlarmPoint Professional includes self-service user personalization aligned to the needs of a highly mobile IT

workforce. Turn over user information maintenance to an expanding, changing community of IT personnel. Roles, alerts, languages, schedules, reports, devices and escalation rules are all self-managed by AlarmPoint Professional users. Reduce administrative requirements and increase the quality of user information to improve event dispatch and resolution processes. My Alerts and My Reports provide a unique user-based dashboard view of actionable personal and team alerts as well as personalized reporting. Users can review event details and take corrective actions from the user interface to cure events. What's more, AlarmPoint can enhance a user's experience with optional Web user interface localization in numerous languages including double byte support. With its Contact Device and Group Wizards, AlarmPoint Professional helps users easily set-up and maintain their information and eases the burden of administrative upkeep on IT staff.

Automation and Reporting Features

AlarmPoint Professional executes automations resulting from a user's response to an event, or from a process built in advance. AlarmPoint Professional includes a set of several standard reports that exceed Sarbanes Oxley and Basel II requirements.

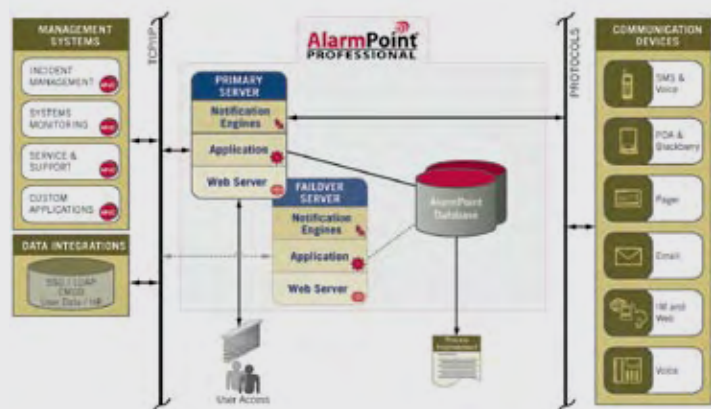
In addition, AlarmPoint Professional includes event-level overrides (user preferences) based on the severity of an event to ensure users are located.

Using Find-Me, Follow-Me Technology

Sophisticated Find-Me, Follow-Me technology ensures users are located with accurate, reliable and expedient notifications. AlarmPoint's people-focused notifications find the "resolver" and enable event resolution. Find-me, follow-me determines who to locate, how the message should be delivered, on which device, and what to do if unsuccessful. This means the right

Powerful capabilities available in AlarmPoint Professional

- Role-based Web UI
- Contact device and group wizards
- Full reporting module
- Localized language option
- Now on any O/S platform
- Blackberry Enterprise Server
- Voice Over IP Support



AlarmPoint Professional's all-in-one deployment footprint allows for optional failover support, includes robust data integrations, and provides extensive text and voice protocol-based support

person will be found on their specified device and will be given an on-the-fly set of actions that can be taken immediately. Unlimited voice and wireless communication channel support enables AlarmPoint's flexible delivery.

Extensive Text and Voice Protocol-Based Device Support

Advanced voice technology	Voice alerts and responses, recordings, announcements, IVR functionality, text-to-speech, speech recognition, multiple language support, bridge-to-conference using VoIP and traditional voice.
Advanced device protocol support	TAP, UCP, SNPP, SMPP, SMTP/POP, MAPI, TTS, ASR, DTMF, JABBER, GSM, SMS, Blackberry Enterprise Server, and custom protocols.

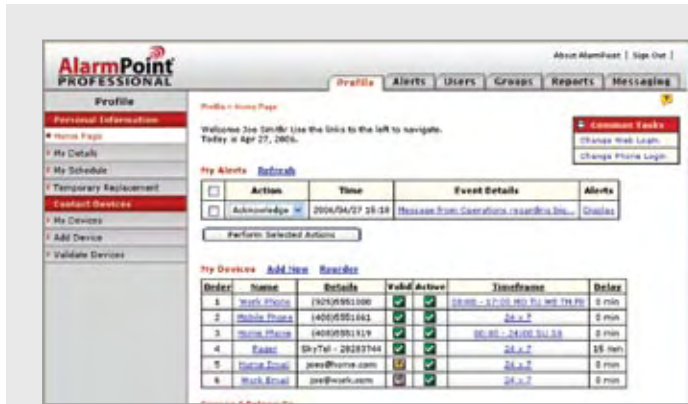
stop-gaps built into these self-service capabilities, administrators are ensured that someone will always be notified on every event.

Smart Calendar-Based Work Group Scheduling

This powerful capability gives group owners the ability to manage their teams, create recurring and one-time schedules, automate rotations, handle temporary replacements, create round-robin groups and groups-in-groups, and establish sophisticated group permissions to allow view and edit rights to their group. Because AlarmPoint Professional has several



Flexibly manage work group scheduling, follow the sun groups, rotations and on call reporting.



My Profile provides users with their unique dashboard view of actionable personal and team alerts, devices and escalation settings, and group "membership".



Enhance AlarmPoint user experiences with optional localized user interface in 12 languages, including double byte support (French shown).

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.