

# AlarmPoint® Systems

**ALARMPPOINT® SOLUTIONS BRIEF**  
**Actionable Information – Instantly Delivered**





## Real-Time IT

IT Organizations within the real-time enterprise recognize that automating the information delivery process can significantly improve IT application and service availability. Benefits to deploying AlarmPoint include:

- Tangible reduction in IT Operations and Help Desk costs
- Increased accuracy of personnel assignment
- Decreased mean time-to-repair incidents
- Proactive notification and resolution before faults and service degradation occur
- Significantly increased application availability and service levels

## Business Challenge

Today's real-time enterprise depends on instant, actionable information, application availability and organizational agility to outpace the competition. The enterprise depends heavily on critical applications making undetected and unresolved events costly, complicated and impactful on the business.

Instantly delivering actionable, targeted information enables organizations to transform from traditional to real-time, information driven enterprises. Making this transformation can be challenging for a number of reasons:

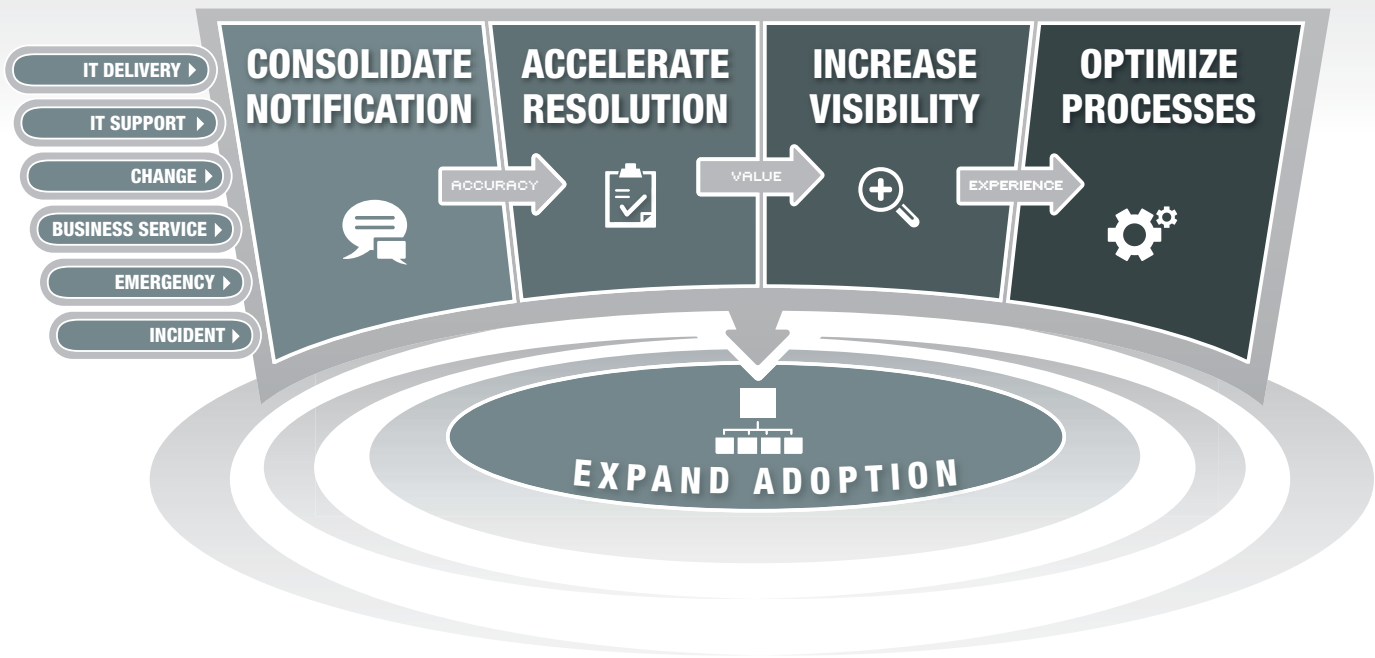
- Today's IT environments are more complex, becoming increasingly virtualized and service oriented
- IT and business professionals are highly mobile, increasing the need for instant information
- IT Service and Support functions are under constant pressure to optimize their resources

In order to ensure application availability, organizational agility and support the transformation to a real-time enterprise, IT must accelerate the incident resolution process, instrument automated escalations, enable self-service information requests and provide business stakeholders with instant information and visibility.

## Business Requirements

Transforming from a traditional to a real-time enterprise requires an organization to embrace the following best practices:

- Automate: Automating critical information delivery and resolution ensures decisions are executed quickly and actions are initiated, reducing false alarms
- Transform Data into Actionable Information: Transforming data into targeted, real-time, actionable information enables rapid incident resolution and allows the business user to take action
- Increase Visibility: Proactively providing real-time application and service visibility to the business is essential for business stakeholders and users. Opt-in information delivery for applications the business relies on may be the difference between making correct or incorrect business decisions during an outage
- Maximize Operational Effectiveness: Consolidation of redundant, inaccurate alerting systems into one actionable information delivery platform reduces alerts, maximizes personnel utilization and delivers operational effectiveness
- Ensure Accountability: By providing real-time visibility and historic service-level attainment, organizations can measure performance and ensure regulatory compliance



## AlarmPoint Approach

AlarmPoint is the leading Actionable Information Delivery platform which accelerates decision making, improves operational effectiveness and increases IT service and application availability across the enterprise. AlarmPoint transforms complex, monitored event data into meaningful information which is instantly delivered to the appropriate recipient. This information may be acted on by business professionals or used by IT teams to accelerate the incident resolution process, delivering greater application availability.

As organizations become more dependent on IT assets, systems and processes, the burden on IT staff grows and the volume of incidents increases. AlarmPoint reduces the number of inaccurate alerts and improves visibility by allowing personnel to subscribe to event information that affects their productivity on a day to day basis.

AlarmPoint increases IT service visibility, reduces the cost of operations and service functions and transforms traditional organizations into proactive, real-time enterprises.

## AlarmPoint Simplifies Delivery

Traditional alerting systems typically notify on events without taking into consideration incident severity, subscription rules or role-specific targeting. The result is a large amount of useless data being published across the enterprise. These alerts are often turned off, ignored or in some cases, mask real events. Relying on this type of a “send and hope” process, hoping someone will accept responsibility, is a dangerous practice, resulting in missed Service Level Agreements, wasted time and adverse business impact.

AlarmPoint removes “send and hope” from the process ensuring information is accurately targeted and instantly delivered to the appropriate personnel based on their skills, responsibilities or information requests. AlarmPoint provides information to a variety of stakeholders including:

- IT Service Delivery and Operations
- IT Support and Service Personnel
- Application or Service Users
- Business Executives
- Continuity and Compliance Officers

AlarmPoint recognizes that system events or incidents are different, and the people involved or related to those events change according to the context of the event therefore event notification should also reflect those important differences.

## Proactive Decisions Prior to Impact

AlarmPoint provides IT management with the capability to automate the process of assigning and executing on events, ensuring that the appropriate personnel take ownership. Once found, the event owner can take action using any mobile device. With AlarmPoint, critical events continue to escalate until the event is assigned to the person who can cure the issue. AlarmPoint allows you to:

- Send automated and targeted notifications through SMS, paging, two way paging, instant messenger and more
- Guarantee information delivery using localized voice on wired and wireless telephones
- Enable a meaningful call to action, collect responses and facilitate organized meetings to resolve the issue
- Publish the audit trail to the users of the system, fostering accountability
- Review event details and historic actions

## Powered by a Distributed, Enterprise-Class Architecture

With a consistent, enterprise-grade platform, IT personnel and business managers are able to efficiently deal with exceptions before they impact the business.

The AlarmPoint platform provides standard application program interfaces (APIs) available through a number of mechanisms including Web services for flexible integration and event handling capabilities. AlarmPoint easily integrates with enterprise applications including systems and network management tools, service impact applications, support and help desk systems, change and configuration applications, run-book, enterprise scheduling and personnel data sources including LDAP, AD, SSO, CMDB, Peoplesoft and .xls sources.

Synchronization and other integrations further enable the mapping of roles and functions and provide valuable data used by AlarmPoint in the resolution process.



*"IT service management is based on implementing well defined processes that address specific IT service functions while optimizing the use of people, tools, and technology to reduce the total cost of delivering services to the business."*

*-- IDC 2006 IT Survey*

# BUILDING ON THE ITIL FOUNDATION

## INCREASING APPLICATION AVAILABILITY

### **Service Delivery - Optimizing Operations**

AlarmPoint utilizes the CMDB asset information to instrument and automate repeatable, structured processes for incident management notifications and their ultimate resolution. AlarmPoint helps resolve IT events faster by ensuring incidents are properly assigned and resolution activities are coordinated, escalated and resolved within acceptable service levels.

### **Service Support - Proactive Service Support**

In today's dynamic IT landscape, the ability to maintain continuously changing asset, service and duty roster information is nearly impossible. AlarmPoint enables service desk professionals to view who is on-call, assign tickets and view a real-time incident log as the ticket is being assigned and resolved. By providing real-time, proactive impact information to the user community, the service desk transforms from reactive to proactive, reducing ticket volumes and increasing the relevance to the business.

### **Service Automation - Network, Change and Configuration**

Emergency change requests are particularly well-served through AlarmPoint's ability to target the notification, require acknowledgment, and if necessary, escalate a response to complete the request. AlarmPoint Mobile Gateway adds a mobile browser view of changes affecting a service. Users can now choose to opt-in on services that impact their business area.

### **Disaster Recovery- Continuity of Operations**

Today's Business Continuity professional must team with IT Service Management professionals to safeguard the enterprise's critical processes and services. AlarmPoint offers an advanced messaging module designed to allow Business Continuity Planning, Disaster Recovery, IT and Security personnel to build, test and initiate scenarios and messages prior to or during a crisis. One consistent platform ensures personnel data accuracy, frequent system usage and accurate incident management.

### **Service Assurance – Managing Services by Business Impact**

AlarmPoint is the bridge between service-impacting events, the people who are responsible for resolving the issues and the people affected by the service disruption. AlarmPoint enables the resolution process and keeps users updated on events, expected time-to-resolve, when a fix has been completed and other relevant information.

### **Business Service Management - On the Go**

AlarmPoint provides unique capabilities for each business user to request or opt-in for service impact and business service alerts. The power of Business Service Management (BSM) is to provide mobile business users with real-time access to information they need to make decisions and operate the business. AlarmPoint provides information alerts with the capability to browse into charts, historical trends and detailed service impact information from any mobile handheld device.



<b>AlarmPoint Product Comparison</b>	<b>AlarmPoint Express</b>	<b>AlarmPoint Standard</b>	<b>AlarmPoint Professional</b>	<b>AlarmPoint Enterprise</b>
Users supported	1-10	25-100	50-500	Unlimited
Web-based system administration	✓	✓	✓	✓
Find-me, follow-me personnel escalation	✓	✓	✓	✓
Granular user profiles	✓	✓	✓	✓
Two-way communication text devices	✓	✓	✓	✓
Active and past event reporting	✓	✓	✓	✓
Advanced integration technologies (i.e., SOA)	✓	✓	✓	✓
Scheduling and escalation processes	✓	✓	✓	✓
Granular trending, reporting and auditing of all actions	Partial	Partial	Partial	✓
Compatible with AlarmPoint Mobile Gateway		✓	✓	✓
Compatible with VoIP and BlackBerry Enterprise Server		Partial	✓	✓
Permission-based web access to user profiles			Partial	✓
Messaging with guaranteed delivery			Partial	✓
Group supervisor event assignment				✓
Advanced event management				✓
Distributed global deployment support				✓
Business service event subscription				✓
Build and deploy custom applications				✓
Scenario-based crisis communication				✓
Dynamic teams				✓

## About the Next-Generation AlarmPoint Platform

AlarmPoint is the leading Actionable Information Delivery platform which accelerates decision making, improves operational effectiveness and increases IT service and application availability across the real-time enterprise. AlarmPoint transforms event data, instantly notifying the appropriate personnel with information relevant to their role. This intelligent targeting reduces false alarms and enables mobile IT personnel to complete the resolution process more accurately and efficiently. The AlarmPoint approach delivers business service information further increasing IT service visibility, reducing the cost of operations and transforming traditional organizations into proactive, real-time enterprises. The AlarmPoint platform is used in a variety of ways, including IT Service Delivery, IT Service Support, Business Continuity, Disaster Recovery and Enterprise Messaging. Over 800 global firms, including 7 of the 10 largest Global 2000, rely on AlarmPoint to ensure the availability of their mission critical and virtualized systems, networks, applications and processes. More information is available at [www.alarmpoint.com](http://www.alarmpoint.com) or 1-800-861-3916.