

AlarmPoint Standard



Powerful Entry-Level Product Built Enterprise-Tough

AlarmPoint is a flexible, interactive event notification system that enables organizations to notify and communicate with the right people when critical events may impact the business. Typically, AlarmPoint integrates with an organization's incident management or service desk system to notify users of errors, failures, and other incidents effecting critical applications and services. Additionally, AlarmPoint can adapt to immediate events or on-the-fly situations with use of simple call lists with or without preferred ordering or sophisticated escalations.

For example, when an event occurs that requires attention, AlarmPoint sends a page, SMS message, or email to the appropriate personnel. AlarmPoint is persistent and will escalate a notification across multiple devices or groups of

personnel until the event is resolved or someone accepts responsibility.

AlarmPoint Standard - Perfect for Small IT Groups

AlarmPoint Standard is an entry-level product useful for small groups especially in the small-to-midsize business (SMB) market. Administrator controlled, AlarmPoint Standard easily integrates to enterprise systems management applications. Built to support Oracle and Microsoft SQL databases, AlarmPoint Standard operates on Windows, Linux, and Unix platforms. It includes a Developer IDE with virtual testing tools and device-level validation features to ensure changes to contact information work as expected during the incident management process. AlarmPoint Standard eliminates archaic data management, such as .ini files and system reboots found in other legacy applications.

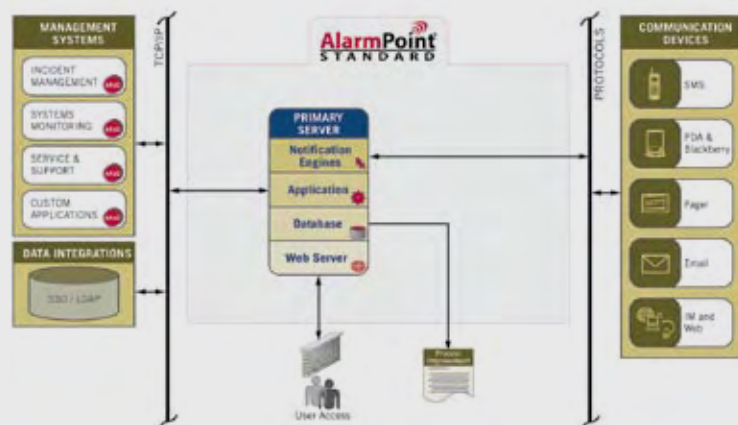
AlarmPoint Standard Offers Advanced Features

With advanced protocol support for text devices, AlarmPoint Standard enables users to resolve events from the Web, text phone, pager, Blackberry, email or even instant messenger. AlarmPoint Standard's group wizards help the administrator easily set-up and maintain scheduling information. Granular user device scheduling includes timeframes, preferred ordering, delays between devices, and event priorities for each device.

AlarmPoint Standard also provides calendar-based work group scheduling (person-to-person escalations, groups-in-groups, one-time schedules, automated rotations and round-robin scheduling) and allows the use of simple call lists with or without preferred ordering or sophisticated escalations.

Powerful Capabilities Available in AlarmPoint Professional

- Fully web-based user interface
- Intelligent event management capabilities
- Run-time reporting and logging
- Send messages from the web to AlarmPoint users on any device
- Interactive notification using any wireless device



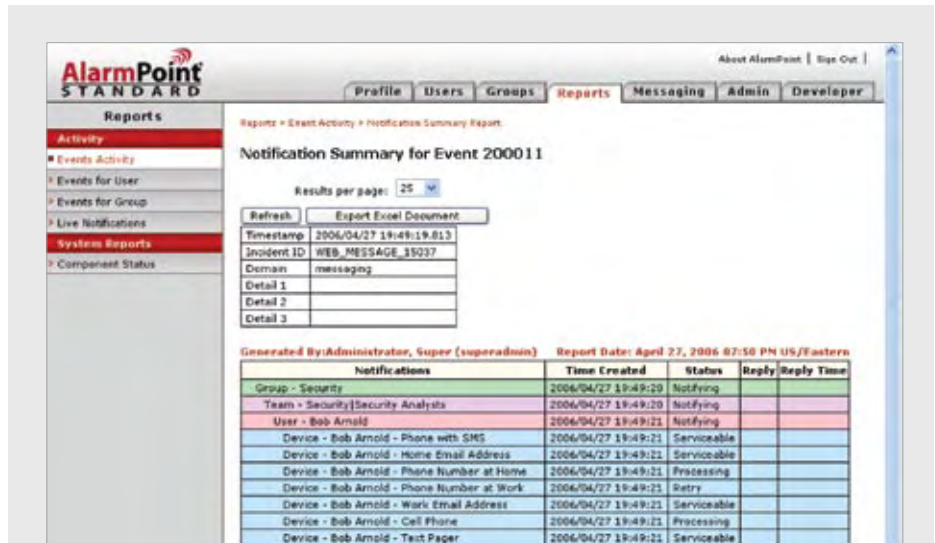
AlarmPoint Standard integrates with popular management systems, supports advanced text-based device protocols and provides 100% web-based system access

Improve Operational Efficiency Quickly

Simple setup and installation of AlarmPoint Standard allows administrators to improve IT operational efficiency immediately. Out-of-the-box integrations to many popular systems management and help desk applications speed the process, while AlarmPoint's fully web-based system administration allows administrators to create user profiles and manage groups through a web browser. AlarmPoint Standard includes run-time and system health reporting.

Proactive event automation

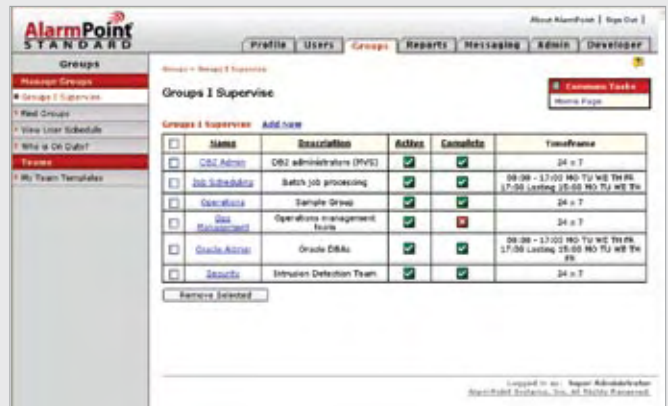
AlarmPoint Standard allows users to run automations resulting from a user's response to an event, or to independently build processes in advance which run automatically to cure an event.



AlarmPoint Standard's Notification Summary Report provides full run-time reporting on each event and a quick view of event progress. Easily export to Excel for customized report creation and further data use.



Efficiently manage groups with a fully web-based user interface. View groups at an overview level or drill down to all details and schedules.



System administrators benefit from AlarmPoint Standard's web-based access to all users.

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.



Enabling enterprise event notification & resolution

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