



MANUFACTURING

**NEED:** A fault-proof wireless communications solution to help maintain the integrity of their IT operations.

**SOLUTION:** With TelAlert, critical messages are sent only to IT groups who are awake and on duty at the time an alert goes out. This creates a much more efficient system for international notification.



## APC Reduces Communications Costs

*"TelAlert saves us about \$2,000 a month in communication costs... only the right person gets notified rather than entire groups which means we have a 100% accuracy rate in comparison to less sophisticated tools... it provides us with a comfort factor we never expected."*

- Jayson Hurd  
Global Network Management Architect  
American Power Conversion

For any customer with a globally distributed workforce, streamlining communication processes can greatly reduce costs. TelAlert Mission-Critical Messaging offers customizable grouping and scheduling features that eliminate redundant notifications, reducing paging or other messaging costs and providing a more effective means to distribute critical information.

American Power Conversion (APC), an enterprise whose reputation is based on minimizing downtime and maximizing profitability, purchased TelAlert to help maintain the integrity of its own IT operations. They had been sending notifications to entire workgroups because they lacked the means to filter messages to on-call staff only.

TelAlert increased the efficiency of their system for communicating actionable items to their staff in three globally distributed IT offices.

Prior to TelAlert, the company was incurring incremental charges due to the text character limitations of their messaging tool. Rather than breaking up lengthy text into two separate alerts, TelAlert delivers detailed information in single message output.

Now, with TelAlert's scheduling and grouping capabilities, when an actionable event occurs, only specific on-call technicians are notified rather than entire workgroups. For an enterprise with a global presence, this feature is particularly beneficial. APC credits TelAlert with saving approximately \$2,000 a month in communications costs.



TelAlert is the only mission-critical alert management system that reaches beyond IT to serve the entire organization. Our solutions address every organization where interruptions in essential business functions must be managed promptly in a systematic and planned way to avoid or eliminate negative impacts. TelAlert's 25 years of leadership in this field and its established customer base across all industries and government sectors offers a mature and state of the art solution to meet the needs of its customers.